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## Access Statement

Project name: Burger & Lobster Holborn  
Project no: L15 3539  
Date: 26.07.2016  
Rev: D

## Access Statement

The Burger & Lobster restaurant will be managed and operated by Burger & Lobster restaurants; they recognise the importance of providing an inclusive environment for staff and customers alike. The Directors and Management Team of Burger & Lobster fully endorse the aims and provisions of the Disability Discrimination Act 1995 and are committed to enhancing the availability of their services to all of their staff and customers and recognise the importance of ensuring that no one is subjected to less favourable treatment because they are disabled.

In recognition of their responsibilities, Burger & Lobster have reviewed their intended operation within this unit and have stated their intentions as per this Policy Document.

Although the building presents physical barriers that affect access to the services and facilities offered to customers, along with the arrangement of the servery and counter which could present difficulties to users with impaired mobility or vision. The following items have been identified to be those actions that can be implemented to ensure that the needs of all their customers are met wherever possible:

- Staff training has been introduced to ensure that staff are fully aware there is an additional requirement to be extra vigilant for customers waiting to be seated or require assistance in the retail area who may be unsure about using the restaurant. Further training will be provided to ensure that staff are aware of the requirements of disabled customers and potential customers.
- Lighting will provide good colour rendering without glare.
- Staff are instructed to take customer's order in a manner that preserves their dignity and comfort.
- Staff are trained to explain the full range of food and beverages available to any customer, not only those with a disability. The staff will obtain any items that that any customer cannot reach or carry for themselves.
- Staff will be encouraged to acquire additional skills in serving people with access difficulties; for example, communicating with hearing impaired people and those with speech impairments.
- A customer complaints procedure is available to all customers and assistance in its use will be provided where necessary.
- Staff will ensure that the dignity of any disabled person is respected when providing them with services.
- Staff training will include our policy towards disabled people, their legal rights, disability awareness and disability etiquette training.
- The importance of listening carefully and responding to disabled people will be explained to our staff in order to help us find the best way of meeting disabled people's requirements and expectations,

### The Building

The building is a former town hall and has grade 2 listed status. The front elevation will be left untouched other than to replace the signage. It is proposed that there will be 2 x vertical script type signs fixed into the original Shanghai Blues locations inside 2 stone mouldings which are decorative oval shaped recesses and 1 x fixed projecting sign to the right hand side of the entrance.

Please see drawing L15 3539 09-02 for additional information. The signs are the script writing but fret cut from blackened metal which are then mounted in the reveal with non-invasive fixing methods. Non-illuminated.

Please see drawing L15 3539 09-02 for additional information. The signs are the script writing in white acrylic push through letters into a black metal box signage. Non-illuminated.

The entrance to the restaurant has an existing 65mm step from the outside and a ramp within the space which has a total of 220mm height difference, the ramp reaches from wall to wall. The ground floor includes 2 main restaurant areas, bar area and kitchen. A single existing step is present into the right hand side restaurant area. and a second step up towards the rear of the kitchen so that the whole kitchen portion of the building and the front dining room are 150 / 170mm lower than the rest of the site at the top of the ramp.

There is a disabled WC on the ground floor of the restaurant. There is no disabled access to the mezzanine or basement floor.

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The existing oriental Shanghai Blues restaurant fit out will be completely stripped out, including bars, kitchens and basement floor kitchen, this will re-establish the original proportions of the space. On the ground floor the mezzanine stairs, disabled WC and the dumb waiters will be retained. On the basement floor WC's, BOH and staff areas will be retained.

A new kitchen will be located centrally to the ground floor and a bar will be located to the left of the space when entering.

The basement will be used for Back of house facilities including staff areas, prep kitchen, lobster filter room and staff training area.

A photographic record will be taken of the basement for posterity and all existing floors, walls and ceilings will be protected before being lined as needed.

### Approaching The Building

Is the approach from the boundary of the site to the principle entrance level, which is less than 1 in 60?	YES
If the gradient is between 1 in 60 and 1 in 20, do ramped approaches not exceed 500mm between landings?	NO
If the gradient exceeds 1 in 20 do ramped approaches and steps comply with Approved Document M – 2004?	YES
If the total difference in level between the boundary of the site and entrance to the building exceeds 2m is a lifting device provided?	N/A
Are warnings provided at road crossings and changes in levels (ie blister and corduroy paving)?	N/A
Are any obstructions en-route to the entrance adequately guarded and provided with cane detection?	NO
Are external handrails, with no weather protection, designed to not be cold to the touch, ie plastic coated or similar?	N/A

### Entrance To The Building

Are entrance doors manually open able?	YES
If YES is weather protection provided?	NO

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### Entrance To The Building

If a self closer is fitted is the force required to open the door less than 20N?	YES
Are entrance doors electronically opened?	NO
Does manner of automatic opening comply with Approved Document M for:	N/A
opening before person reaches door	N/A
opening where security is required eg: push pads swipe card voice entrance	N/A
For all doors is the location of the door in the elevation evident?	YES
Are any handles on doors evident – contrasting?	YES
If glazing is provided does appropriate manifestation comply with Approved Document M?	YES

### Principle Entrance Area

Does reception counter / customer service desk comply with Approved Document M?	N/A
Does any necessary hearing enhancement comply with Approved Document M?	N/A
Do information signs comply with Approved Document M / BS8300?	YES
Do special colour contrast comply with Approved Document M?	YES

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Travel Within The Building	
Do routes throughout the building comply with Approved Document M in respect of corridor and door widths?	YES
Are manually openable doors which are fitted with a self-closing device require a force of less than 20N to open them?	YES
Are doors electronically openable or held open?	NO
Do doors contrast with the surrounding walls?	YES
Is a passenger lift provided between floor?	NO
Does the lift comply with Approved Document M in respect of design?	N/A
Is a lifting platform provided which complies with Approved Document M?	N/A
Is a stair chairlift provided which complies with Approved Document M?	N/A

Facilities Within The Building	
Where it is necessary to provide WC facilities for visitors / customers is there at least one unisex accessible WC on each floor where there are public toilets and an ambulant disabled cubicle in each single sex facility?	YES accessible WC
Where only staff WC facilities are required is there a unisex accessible WC on each floor where there are staff facilities, and an ambulant disabled cubicle in each single sex facility?	N/A
Are accessible staff rest / refreshment facilities provided?	NO
Are switches and sockets sited in accordance with Approved Document M and suitably contrasting?	YES

## Staff

Burger & Lobster is a restaurant where hot food is both cooked and served. It is a very busy and successful concept. Due to its nature as a restaurant it is not possible to employ persons with major disabilities as they cannot perform the service required without having a major impact on the operation and able bodied persons. For example the cooking line has been designed for an able bodied person not someone who is blind or wheel

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chair bound. In the same vein it is not possible to employ disabled persons who are blind to serve food to customers as the tables are re organised frequently to offer the customers the most flexibility. To this end the back of house areas have not been designed to suit disabled persons.

## Public Users

### Acoustics

Burger and Lobster are designed to be a busy and exciting environment, however for those customers who have a hearing problem the staff are trained to assist and ensure customer satisfaction. There is no loud music played within the demise.