

# Access and Inclusivity Report

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Building S5

King's Cross Central  
General Partner Ltd

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September 2018

**KINGS  
CROSS**





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## **King's Cross Central: Building S5**

### **Access & Inclusivity Statement**

**Prepared by All Clear Designs Ltd**

**August 2018**

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### Management Issues

## 1.0 Introduction

This document sets out the process adopted by the developer (King's Cross Central LP) to create an accessible and inclusive environment within the proposed building on Plot S5 located within the Development Zone S of the King's Cross Central ('KXC') Development.

This statement has been prepared to accompany the Reserved Matters submission for the proposed Building S5 and associated Public Realm.

This statement has been prepared in response to Condition 19 (Access Statement) of the outline planning permission, granted in December 2006 (ref. 2004/2307/P) (the Outline Planning Permission) and Section V of the associated Section 106 Agreement on Access and Inclusivity.

The proposal is for a residential-led development within Development Zone S of the King's Cross Masterplan. The site is bounded by York Way to the north, Tapper Walk to the east, Canal Reach to the west and Lewis Cubitt Park to the south.

Building S5 is conceived as a six sided perimeter block arranged around an internal courtyard. The proposal is for 158 homes over a maximum of 15 storeys of both market and intermediate tenures; as well as, a range of ancillary facilities, amenities and commercial premises at ground floor.

The perimeter block defines an internal courtyard featuring a shallow reflection pool visible from the public realm - further enhanced by planting along the northern perimeter of the courtyard.



Figure 1: Proposed Building S5 inside Purple outline

## 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.

## 1.2 Scope

This Access Statement contains an explanation of measures that will be incorporated within the proposals for the Building S5 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 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 Alison Brooks Architects (ABA) and Todd Longstaffe-Gowan Landscape Design (TL-G) and Townshend Landscape Architects ('TLA').

### 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:

*Please Note – some of these documents appear to be quite old, but are those that are most relevant to the scheme. They have not been updated and are referred to in more recent publications.*

- 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 BS8300:2018 Design of an accessible and inclusive built environment Part 1: External environment — Code of practice;
- British Standard BS8300:2018 Design of an accessible and inclusive built environment Part 2: Buildings — Code of practice
- BS 9999:2017 Fire safety in the design, management and use of buildings - Code of practice
- 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 18<sup>th</sup> May 2018. 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, as set out in the table below.

Issue	Response
Will there be accessible parking?	Accessible parking is accommodated in the ground floor and will contain 7 parking spaces and 1 accessible parking space.
How will the parking be allocated?	Parking will be allocated according to need – i.e. if a disabled person needs a certain space then this should be possible within the parking allocation.
What controls how much parking has been allocated?	The parking arrangements for the scheme were agreed at the time of the masterplan and are controlled in the Section 106 that covers the whole of King's Cross Central.
Parking should be shown with the correct marking to indicate use by disabled people.	This will be reflected in the final plans.
What standards are the units being designed to?	The design of the units is controlled by the Section 106 agreement and this is currently stated as Lifetime Homes (the 2010 edition) and the GLA version of the Wheelchair Housing Design (WHDG) guide. They will <i>not</i> be Part M4(2) or M4(3).
Will the lifts be Fire Fighting lifts?	In line with the regulations in this type of building, there will be firefighting lifts in each of the cores, and evacuation will be controlled by the Fire Brigade.
Do the 'pocket living' units meet lifetime homes?	There will be 60 pocket homes which will meet Lifetime Homes 2010.
Are there any cycle spaces for those who find 'Josta' difficult to use?	There are spaces provided at the ends of cycle racks which will accommodate a wide range

	of cycles, such as trikes and hand-cycles.
Will the lifts be big enough to accommodate cycles?	Yes the lifts will accommodate Trikes etc and be a minimum of 1100mm wide by 1400mm deep.
In the courtyard how will you stop people falling into the water?	The proposal is that the edge of the water area will have a tactile warning strip – discussed as 800mm minimum in the meeting) which will warn the user that this particular feature is close by. It is likely that this would be corduroy, similar to that which demarcates the edge of a platform on an underground.
Will there be any public WC facilities in the building.	There are no public WC's in the building as they are provided elsewhere on the site (such as in Coal Drops Yard).
During a discussion on the proposed landscaping the group expressed their concern that the 'setts' are well laid and provide an even play surface. There were also comments that the 'pebbles' (stone features' should accommodate a wide range of play.	The team confirmed that the setts will be paid to provide a uniform and flush surface with the gaps in between the setts filled to provide a long lasting finish. The pebbles will be selected for informal play and the comments borne in mind.

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



A covered car parking area for 9 vehicles is located to the west from Canal Reach and this includes a single accessible parking bay.

Cycle parking is located on the mezzanine floor above and is accessed via a passenger lift and/or via a dedicated staircase. (see Figure 3 below). The cycle storage is arranged in two separate spaces and the layout has been designed to accommodate a range of cycles and scooters on demand.

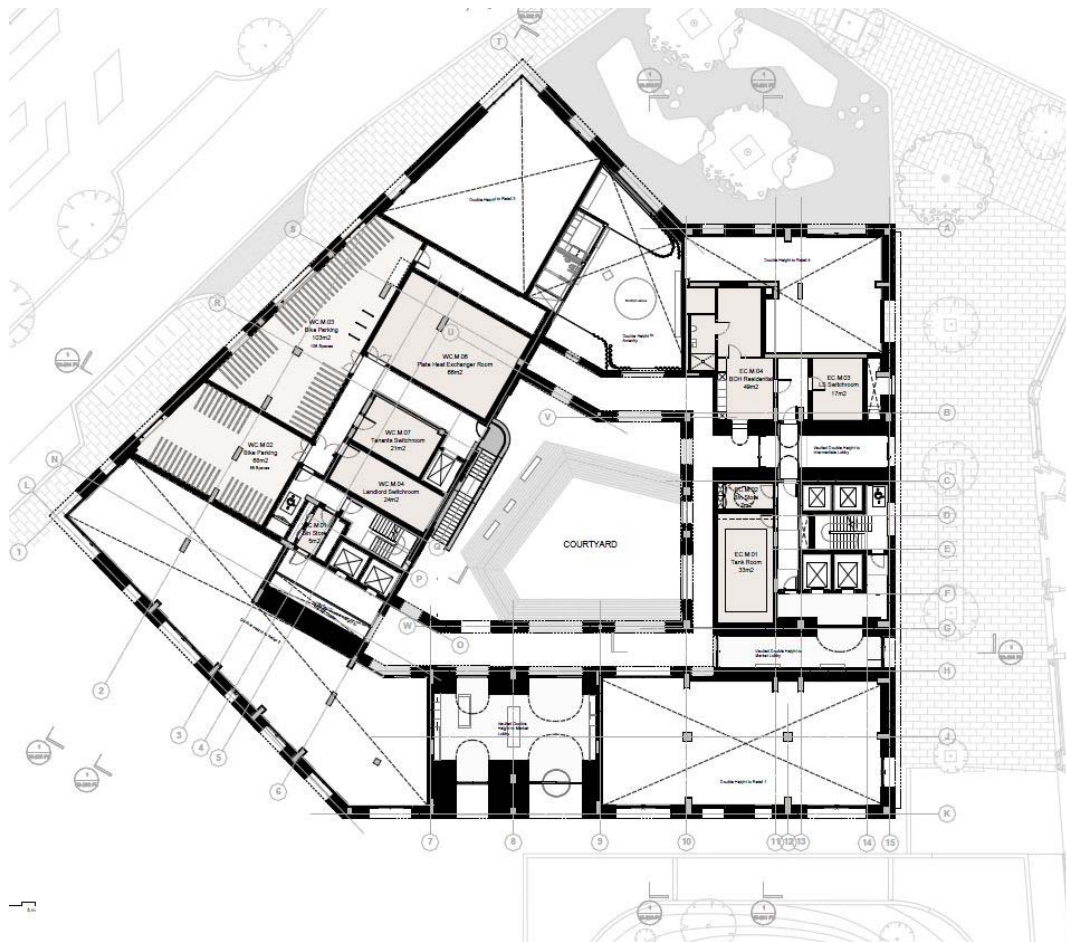
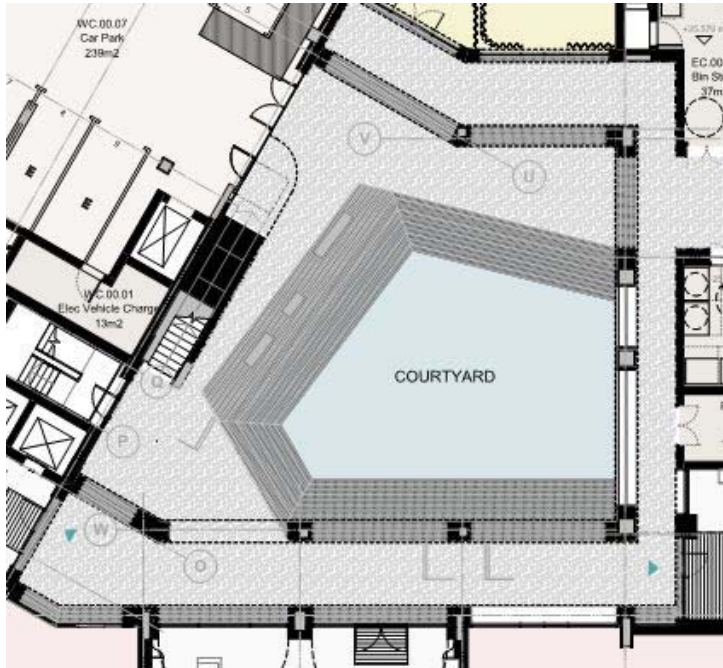


Figure 3 Proposed Mezzanine floor plan.



## 2.1 Central Courtyard

The centre of the scheme contains a courtyard. The courtyard contains a water feature as illustrated in Figure 4 and Figure 5 below.



*Figure 4 proposed central courtyard*



*Figure 5 view of proposed centre courtyard looking south*

The courtyard water feature is a shallow pool which is surrounded by a stepped external brick terrace. This is not intended to be a feature which users enter into. During the consultation

meeting it was agreed that the edge of the feature will be demarcated in a finish to alert people with partial vision as to its presence and guide them round the feature.

## 2.2 Vertical Circulation

### 2.2.1 Lifts

There are three vertical cores (see Figure 4 below with the cores marked in yellow), each of which contains a pair of lifts. Two of the lift cores address the Market homes and a separate lift core addresses the Intermediate homes (where the units are indicated in light green below in the top right block).

The lifts will meet or exceed the requirements of Part M of the Building regulations and BS/EN 81-70 2018.

One of the lifts in each of the cores will be a fire fighting lift.



Figure 6 proposed lift cores shown in yellow

### 2.2.2 Stairs

Communal stairs will meet requirements in Part K for communal stairs in flats. The Market homes and the Intermediate homes will share a communal stair core.

Where the stairs are for residential use only they will meet Lifetime Homes 2010 (LTH) requirements.

## 2.3 Doors

The main south western entrance doors will be automatic sliding versions.

All accessible entrance doors will have a clear opening width of 1000mm per leaf.

All internal doors will provide a minimum clear opening width of 800mm. If they are unframed glass then they will be provided with visual manifestations and/or vision panels where solid and on an access route.

Air pressure differentials can sometimes make entrance doors difficult to open. If the doors will not achieve the 25-30 newtons opening force prescribed in Part M of the building regulations then they will be automated.

All internal residential doors will meet the requirements of the Lifetime Homes Standards, the widths of which are dependent on the corridor widths that they are opening into.

## 2.4 Floor Finishes

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

## 2.5 Sanitary Accommodation

There is no non-residential toilet accommodation.

## 2.6 Shower Facilities

There are no public shower facilities.

## 2.7 Escape Arrangements

One of the pair of lifts in each core will be a fire fighting lift and will be utilised by the Fire Brigade to fight fire and control the evacuation of the building.



### 3.0 Residential Units

The Building S5 development will provide a total of 158 new homes, comprising: 27 studios, 58 one-bedroom, 62 two-bedroom, 11 three-bedroom. Expressed in terms of percentages of available, the unit mix is as follows: 17% studios, 37% one-bedroom, 39% two-bedroom, 7% three-bedroom homes.

A total of five homes are located on top of the East, West and South cores, and considered as 'prime' apartments. In terms of tenure the homes provision is split into open market homes and affordable rent, intermediate homes.

Open market homes unit mix is as follows: 9 studios, 25 one-bedroom, 53 two-bedroom, 11 three-bedroom.

The affordable rent, intermediate homes unit mix is as follows: 18 studios, 33 one-bedroom, 9 two-bedroom, 0 three-bedroom.

The unit mix of the wheelchair adaptable units is as follows: 0 studios, 1 one-bedroom, 12 two-bedroom, 3 three-bedroom homes.

### 3.1 Lifetime Homes

Lifetime Homes are a set of 16 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 current Lifetime Homes Standards, which in this case is the set of 16 criteria published in 2010.

In line with the aspiration of the Section 106 obligation, 100% of the proposed residential accommodation in Building S5 (including both Market and Intermediate homes) will meet the Lifetime Homes standards (5<sup>th</sup> July 2010 Web Edition) through the provision of the following features:

- Criterion 1-3 relating to getting to the front door and incorporating parking, distance from the car park, entrances and
- Criterion 4 External front doors with a 1500mm x 1500mm landing & level thresholds
- Criterion 5 Communal stairs and lifts will provide uniform risers and goings, and lifts with a minimum internal car of 1100mm x 1400mm.
- Criterion 6 means that Internal front doors will have minimum corridor widths, door widths and internal circulation of 1500 x 1800mm behind the door
- Criterion 7 will be achieved with good internal circulation space, such as 1500mm turning circles or 1400x1700mm ellipses in living areas and 1200mm

space in front of kitchen units and the control of the spatial circulation in bedrooms.

- Criterion 8 is met by the provision of an entrance level living space.
- Criterion 9 is met with the provision of a possible entrance level bed space
- Criterion 10 and 11 provide for entrance level WC and drainage (which can also be accommodated in the main bathroom, which should have wall suitable for the mounting of rails and fittings).
- Criterion 12 addresses the needs of internal lifts and stairs (where used) for the fitting of lifts.
- Criterion 13 and 14 provides bathroom designs that will enable later adaptation to shower wet-room and allow the installation of mobility aids such as handrails and layouts that make retrospective tracking hoist installation straightforward.
- Criterion 15 controls the height of living room glazing at 800mm or lower, with easy operation window catches and
- Criterion 16 addresses items such as controls (sockets etc) and consumer units.

### 3.1.1 Lifetime Homes Confirmation

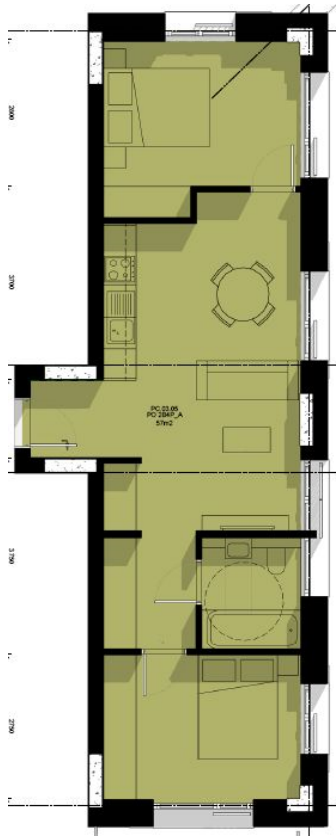
The homes, including the Intermediate homes, have been assessed and will achieve Lifetime Homes 2010.

Examples of some of the Intermediate homes types are illustrated below;



*Figure 7 proposed Intermediate Studio home*



*Figure 8 proposed Intermediate 1 bed home**Figure 9 proposed Intermediate 2 bed home*

### 3.2 Wheelchair Accessible Homes

Section NN of the KXC Section 106 Agreement requires that 10% of the total Open Market units 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 proposed Building S5 meets 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:

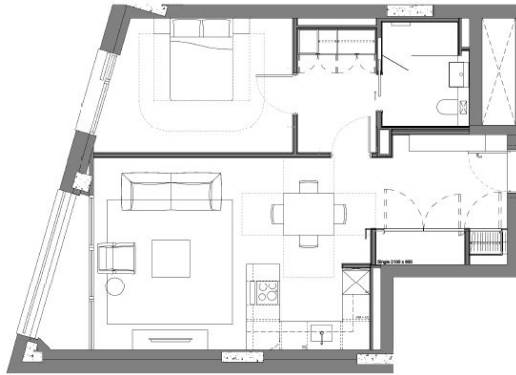
- Good internal circulation space for corridors, kitchens and bathrooms, meeting the minimum turning and manoeuvring requirements set out in the SPG; (The communication corridors within the building are taken to be internal entrance doors as opposed to external entrance doors and do not therefore provide a 1500 x 1500 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; and
- Height of living/dining/bedroom room glazing at 810mm or lower.

### 3.2.1 Under Occupancy Approach

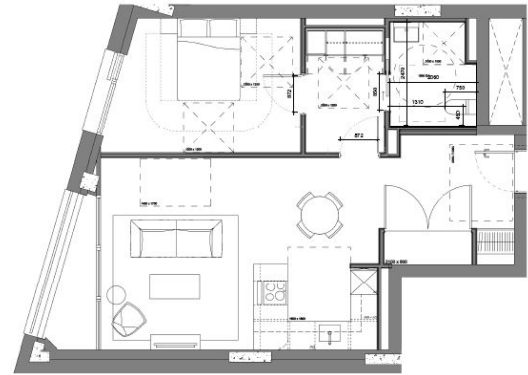
Note: The apartments will make use of the under occupancy approach in the GLA's best practice guidance on Wheelchair Accessible Housing (September 2007). Section 7.12 states the following;

*“Market housing that is capable of being adapted to meet all of the requirements of the Wheelchair Housing Design Guide (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



01 Type 1.3 Typical



02 Type 1.3 Wheelchair Adapted

Figure 10 unit type 1.3 adaptable (left) and adapted (right)



01 Type 2.2A Typical



02 Type 2.2A Wheelchair Adapted

Figure 11 unit type 2.2A adaptable (left) and adapted (right)

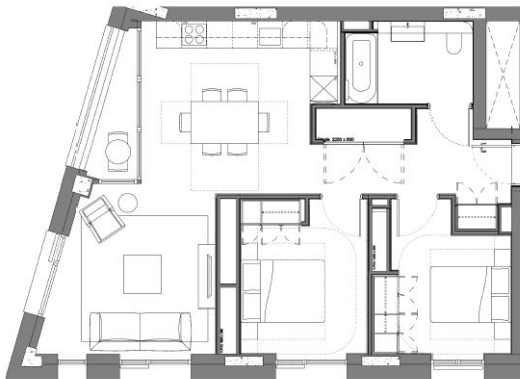


01 Type 2.2B Typical

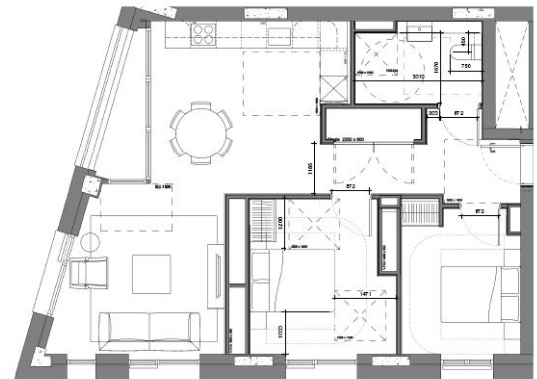


02 Type 2.2B Wheelchair Adapted

Figure 12 unit type 2.2B adaptable (left) and adapted (right)

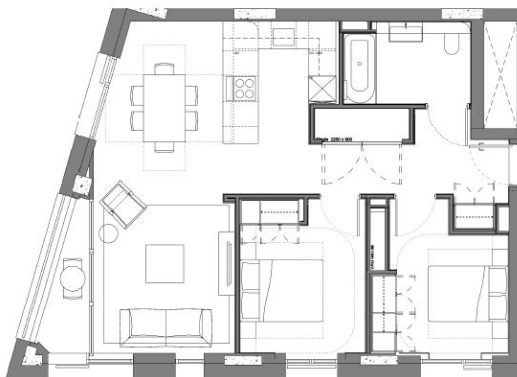


01 Type 2.5A Typical

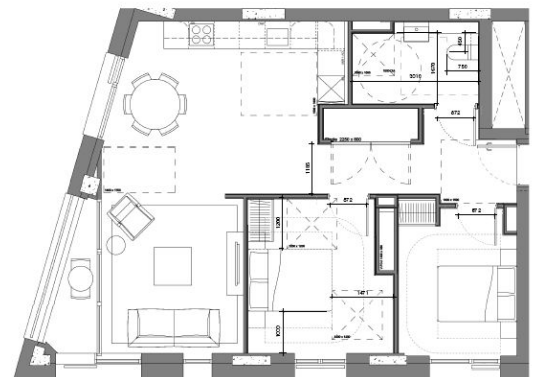


02 Type 2.5A Wheelchair Adapted

Figure 13 unit type 2.5A adaptable (left) and adapted (right)



01 Type 2.5B Typical

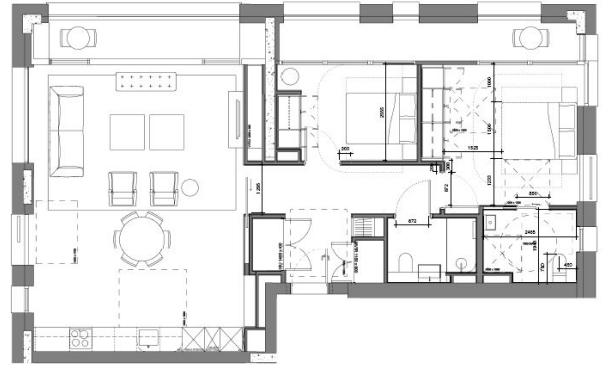


02 Type 2.5B Wheelchair Adapted

Figure 14 unit type 2.5B adaptable (left) and adapted (right)

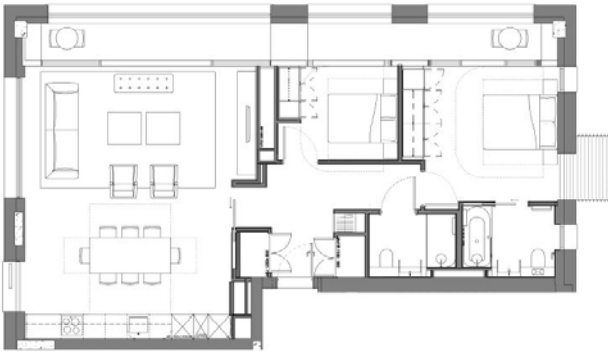


01 Type 2.7A Typical



02 Type 2.7A Wheelchair Adapted

Figure 15 unit type 2.7A adaptable (left) and adapted (right)



01 Type 2.7B Typical



02 Type 2.7B Wheelchair Adapted

Figure 16 unit type 2.7B adaptable (left) and adapted (right)



01 Type 3.2A Typical



02 Type 3.2A Wheelchair Adapted

Figure 17 unit type 3.2A adaptable (left) and adapted (right)



*Figure 18 unit type 3.2B adaptable (left) and adapted (right)*



## 4.0 Public Realm

The proposal for the public realm (see figure 4 below) around Building S5 provides seamless continuity, in terms of design language and specified materials, with the surrounding public realm along Canal Reach to the west, Tapper Walk to the east and Lewis Cubitt Park to the south and North Square to the north.

### 4.1 Landscape

To the north, between the S5 building and York Way, North Square is a new public space, which represents a significant addition to the network of interconnected public spaces characteristic of the King's Cross development.

#### North Square

North Square serves several functions simultaneously: Due to its location at the northern most point of the King's Cross development, it is highly visible for people traveling along York Way in both directions and acts as a landmark and gateway for the development as a whole.

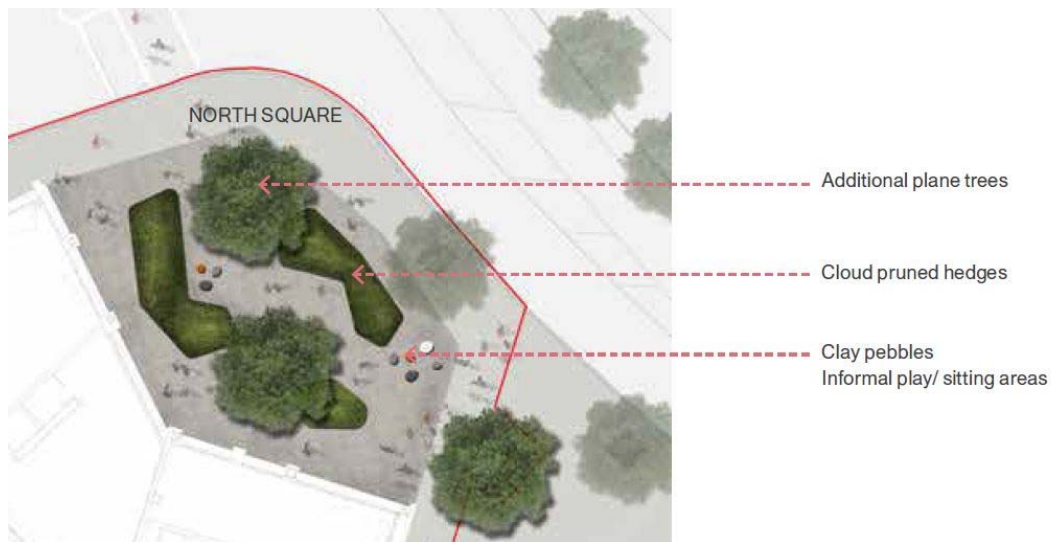


Figure 19 Proposed North Square

The proposed square contains a strong proportion of planting to give a sense of enclosure and act as a buffer from York Way. The layout of the square is designed to facilitate pedestrian circulation.

Abstract mounds of clipped evergreen vegetation, with informal soft contouring, create a large welcoming garden room. The overall shape and layout of the mounds relate to the geometry of the building. There will be two Plane trees within the square itself and a third one at the northern end of Tapper Walk.

### Canal Reach

The western edge of the building consists of a wide pavement, surfaced with sandstone and raised granite kerbs, which matches similar paving already implemented in the vicinity.

Seven of the cycle stands temporarily implemented on Tapper Walk will be re-located to provide visitor's cycle parking to this side of the S5 building. One of the standard benches with partial back and arm rests is located opposite the entrance to the retail unit.

### Tapper Walk

The sandstone pavement already partially implemented in Tapper Walk is extended westward to meet the edge of the S5 building. Some localised areas of existing paving are re-graded to suit new paving falls or to accommodate a new tree pit.

Of the 14 cycle stands previously installed on Tapper Walk as a temporary condition, 7 are being allocated to the western side of the building and the remaining 7 stands are re-positioned to a permanent location where they do not conflict with building entrances.

Two additional benches, similar to the one provided on the Canal Reach pavement, are located on Tapper Walk. These are part of a site wide strategy to provide seating with back and arm support at least every 50m throughout the development.

## 4.2 Threshold Treatments

All thresholds will be flush, with no more than a 5mm level change, and joints of no more than 10mm wide. Where small modules, such as 100mm x 100mm are used, they will be laid on a firm surface and care will be taken to ensure that the jointing provides an effectively flush surface for wheeled users.

## 4.3 Parking

An overall site-wide strategy for parking has been approved under the Outline Planning Permission, with maximum numbers of parking spaces agreed, and appropriate percentages of parking provision for disabled people.

The ground floor car park will provide 9 Market Residential parking spaces, of which 1 will be accessible;

Cycle, Accessible Scooter/Trike parking and charging will be available on the Mezzanine Level which is accessed via a Cycle lift and/or external staircase.

Taxi drop off will be available in the surrounding streets, in close proximity to all of the entrances.

#### 4.4 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.

#### 4.5 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.

#### 4.6 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.

#### 4.7 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 the overall Wayfinding Strategy across the KXC site, which was submitted for planning approval, with ref. 2016/0010/P.

## 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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