



RYDE TOWN HALL

ACCESS AUDIT

MARCH 2024

The Goddard Partnership Ltd

Historic Buildings, Design
and Conservation Consultants

The Old Fire Station
Upper Basingwell Street
Bishops Waltham
Hampshire
SO32 1PF

01489 890629

office@thegoddardpartnership.com

CONTENTS:

Client Brief and Scope of Work	1
Barriers to Access	1
Factors Contributing to Accessibility	2
Definition of Disability	2
Criteria for Assessment	4
Means of Escape Considerations	5
Audit Details	5
The Organisation and the Building	6
Consultation	6
Summary	6
Photographs	8
Approach, Parking and Wayfinding	8
External Steps on Approach Route	9
Handrail to Internal Steps	10
Designated Parking Bays at Main Entrance	11
Entrances	12
Main Entrance	12
Signage at Main Entrance	13
Main Entrance	14
Lobby at Main Entrance	15
Inner Foyer	16
Internal Stairs	17
Internal Accommodation	18

Toilet Facilities	19
Modern Internal Partitions	20
Main Auditorium	21
Views of Escape Stairs	22
Access Audit Checklist	23
1. Car Parking	23
2. Set Down Points	25
3. Routes	26
4. Street Furniture	27
5. External Ramps	28
6. External Steps	30
8. Entrances	31
9. Entrance Doors	33
10. Entrance Lobbies	35
11. Entrance Foyers	36
12. Circulation	37
13. Corridors	38
14. Internal Doors	39
15. Surfaces	42
16. Internal Ramps	43
17. Internal Steps	44
18. Internal Handrails	45
19. Passenger Lifts	47
20. Platform Lifts	49
21. Wheelchair Platform Stairlifts	52
22. WCs	53
23. Seating	56

24.	Counters & Service Desks	56
25.	Telephone	57
26.	Wayfinding, Information & Signs	58
27.	Alarms, Switches & Controls	60
28.	Lighting	60
29.	Acoustics	61
30.	Building Management	63
31.	Means of Escape	68
32.	Information	69
33.	Websites	73
34.	Communication Services	74

CLIENT BRIEF AND SCOPE OF WORKS

This access audit report has been produced for Ryde Town Hall Trust. The audit is part of the project develop an understanding of access issues affecting the empty building to inform the design for the refurbishment adaptation and reuse of the site to ensure compliance with the Equality Act 2010.

The audit is an assessment of the accessibility and usability of the staff and public areas of the building for disabled people, however, it should be noted that the issues considered in the report would affect the convenience of access to and use of the buildings for all its occupants, not just those with identifiable disabilities. The approach advocated is based on inclusive design principles, which aim to improve the usability of the building and services for all users regardless of age, ability or gender.

The audit report covers the approaches and the entrance to the building, circulation within the building and all public facilities and services. Orientation and way finding, information, display and interpretation are also covered.

The report records and assesses the current situation with regard to specific physical elements, management procedures, staff awareness and training, noting problems and giving recommendations to improve access and usability. Generally, only those items that fall below an acceptable standard are noted.

BARRIERS TO ACCESS

The barriers to access are most commonly identified as:

- **Organisational** barriers may prevent or limit access to people from a wide range of backgrounds. The image your organisation presents, your opening hours or the visitor facilities you provide, or the availability and format of information may all limit the extent to which people enjoy your site or may deter them from visiting all together.
- **Physical** barriers within your site may prevent or limit access for a range of individuals including people with limited mobility, people in wheelchairs, people with young children and older people.
- **Sensory** barriers may prevent or limit access for people who have a visual or hearing impairment.
- **Intellectual** barriers may prevent or limit access for children, people with learning difficulties, people who are mentally ill, people with limited background knowledge or understanding of your site or of the heritage in general

- **Social and cultural** barriers may prevent or limit access to people from a range of social and cultural backgrounds. The relevance of your exhibitions and publicity material to your community or your staffing may influence the extent to which people visit your site.
- **Financial** barriers may prevent or limit access to people on limited incomes and to groups from schools or community and voluntary organisations. The cost of travel, entry charges and facilities can all inhibit individuals and groups from visiting your site.

Legislation against disability discrimination was first developed during the 1990s resulting in the Disability Discrimination Act (DDA) in 1995 which was further amended in 2005. In 2010 the Equality Act replaced the DDA, providing greater protection for disabled people but also introducing the legal duty on education providers, employers and service providers to make reasonable adjustments so disabled people can take part in education, use services and work.

FACTORS CONTRIBUTING TO ACCESSIBILITY

There are many factors contributing to accessibility, the most obvious being the physical environment, including fixtures, fittings, furniture and equipment. It is also important to consider management policies and procedures which affect how a building will be used.

Appropriate awareness and attitudes of staff need to be developed if the safe and convenient use of the building and delivery of service is to be preserved. For these reasons, it is critical to consider staff training and management procedures as well as physical improvements to the building.

DEFINITION OF DISABILITY

Under the Equality Act 2010 (the Act), you are disabled if you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.

The definition of disability was amended under the DDA 2005 to ensure that people with HIV, cancer and multiple sclerosis were covered by the Act from the point of diagnosis as against from the point at which the condition has some adverse effect on their ability to carry out normal day to day activities. Under the Equality Act, disabled people should be treated equally - protection from discrimination applies in a number of situations including in education, employment, the exercise of public functions, goods, services, facilities and transport.

Whilst the principal focus of the Equality Act is disability, protection from discrimination is also afforded on eight other grounds to which the Act refers to as protected characteristics, these being:

- Age
- Gender Reassignment
- Marriage & Civil Partnerships
- Pregnancy & Maternity
- Race
- Religion & Belief
- Sex
- Sexual Orientation

The Equality Act does not override other legislation such as planning law or the Building Regulations, neither does it include building design guidance. Service providers are required by the Act to make any reasonable adjustments if someone is placed at a substantial disadvantage resulting from their disability compared to non-disabled people or people who don't share the disability. In this context, substantial means more than minor or trivial - service providers are required by the Act to be proactive in identifying potential barriers to disabled people and to have a plan of action to reduce or eliminate the same.

Service providers should consider:

- Policies, procedures and practices which govern the ways in which goods, services and facilities are made accessible to disabled people.
- The provision of auxiliary aids and services to make it easier for disabled people to make use of access goods, facilities or services within their building.
- The provision of a reasonable alternative method of making goods, facilities and services available to disabled people where a physical feature makes it impossible or unreasonably difficult for disabled people to use them.

CRITERIA FOR ASSESSMENT

The criteria for assessment are the:

- Need to maximise access to and use of the building and facilities for members of the public and staff to include those with disabilities.
- Financial and practical considerations of access improvements.
- Provisions in Approved Document M: Access to and use of buildings Volume 2 - Buildings other than dwellings 2015 edition. The July 2020 Amendments to Approved Document M: Access to and use of buildings Volume 2 - Buildings other than dwellings 2015 edition.
- Provisions in The Building Regulations 2010 (as amended).
- Guidance in BS8300-2-2018 Design of an accessible and inclusive built environment. Buildings - code of practice.
- The Equality Act 2010.
- The Equality & Human Rights Commission.
- The Disability Discrimination Codes of Practice (Employment and Occupation, and Trade Organisations and Qualifications Bodies) Appointed Day Order 2004.
- The Disability Discrimination Code of Practice (Goods, Facilities, Services & Premises) (Appointed Day Order) 2002.
- Currently published good practice in design and detailing which meets the needs of disabled people, including:
 - Improving Access to Historic Buildings and Landscapes - Historic England 2021.
 - Inclusive Mobility - A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure 2021
 - Designing for Accessibility, CAE/RIBA Enterprises, 2012
 - Platform Lifts - Specifiers Handbook for Inclusive Design, RIBA Enterprises
 - BS9999: 2017 Fire safety in the design, management and use of buildings - code of practice (Incorporating corrigendum No 1)
 - PERSONAL EMERGENCY EVACUATION PLANS (PEEPs) - Lancashire Fire & Rescue Service 2018
 - Colour & Contrast Design Guide - <https://www.duluxtradepaintexpert.co.uk/en/duluxtrade-en/editorial/colour-and-contrast-design-guide>
 - Colour Contrast and Perception, Project Rainbow, Bright, Cook and Harris, 1997
 - Sign Design Guide - A guide to inclusive signage, P Barker and J Fraser, Joint Mobility Unit and the Sign Design Society, 2004
 - SLL Code for Lighting CIBSE 2022
 - BS EN 81-40: 2020 Safety rules for the construction and installation of lifts. Special lifts for the transport of persons and goods - Stairlifts and inclined lifting platforms intended for persons with impaired mobility.
 - BS EN 81-70 : 2021 TC Safety rules for construction and installation of lifts - Particular applications for passenger and goods passenger lifts. Accessibility to lifts for persons including persons with disability.
 - Disability Portfolio Resource: The Council for Museums, Archives and Libraries, 2003

Dimensional criteria used in the report are based on the guidance given in Approved Document M, 2015 (as amended) of the Building Regulation 2010 and BS 8300 - 2 - 2018

MEANS OF ESCAPE CONSIDERATIONS

Means of escape for disabled people, including the fire alarm system and management procedures for evacuation will need to be assessed and incorporated into the new design scheme for the reuse of the building.

A truly accessible building is one which people not only enter and use safely and conveniently, but which they can leave safely in the event of an emergency. Safe access is totally dependent on safe egress, and safe egress is of necessity planned egress. In general, two separate strategies are required for visitors and staff.

The individual needs of staff can be assessed in advance, agreed with them, and Personal Emergency Escape Plans (PEEPs) devised for all members of staff requiring assistance.

The needs of visitors are not necessarily known, and often their total knowledge of a building is the route by which they entered. As opposed to personal plans, an overall strategy is needed to allow visitors to escape from the building, or at least to a place of relative safety or refuge, whether assistance is needed or not. Specific measures to meet the needs of disabled people may include alterations to an alarm system by introducing, for example, vibrating pagers, and by designating appropriate refuge areas.

This issue is discussed in more detail in a later section of the audit report.

AUDIT DETAILS

- Auditor(s) - The Goddard Partnership Limited
- Meetings with representatives of Ryde Town Hall Trust and Isle of Wight Council
- Date(s) of appraisal - 15th March 2024

THE ORGANISATION AND THE BUILDING

The property is presently privately owned and has been empty and disused for a number of years. Ryde Town Hall Trust was registered as Charitable Incorporated Organisation in May 2023 - its objectives being: *(1) TO ADVANCE EDUCATION FOR THE PUBLIC BENEFIT BY SECURING, RESTORING, PRESERVING AND CARING FOR THE FABRIC OF RYDE TOWN HALL AND ASSOCIATED LAND AND BUILDINGS HAVING HISTORIC INTEREST OR ARCHITECTURAL MERIT; AND (2) TO FURTHER OR BENEFIT THE RESIDENTS OF RYDE, ISLE OF WIGHT AND THE SURROUNDING AREA, WITHOUT DISTINCTION OF SEX, SEXUAL ORIENTATION, RACE OR OF POLITICAL, RELIGIOUS OR OTHER OPINIONS BY ADVANCING EDUCATION AND PROVIDING FACILITIES IN THE INTERESTS OF SOCIAL WELFARE FOR RECREATION AND LEISURE TIME OCCUPATION WITH THE OBJECTIVE OF IMPROVING THE CONDITIONS OF LIFE FOR THE RESIDENTS.*

CONSULTATION

Presently the requirement for consultation is limited only to contact with the Trustees as the building is vacant and disused. In time, as plans for the reuse of the building are developed and areas and activities are identified, it will be necessary to consult with stakeholders in respect of the use and operation of the building. In the first instance, parking, drop off and access issues to both Lind Street and Market Street which will likely require significant changes to the present arrangements which will require consultation with local residents, business owners and other stakeholders

SUMMARY

The project to repair, refurbish and reopen Ryde Town Hall is at an early stage and new uses are in the process of being identified. Once new uses have been determined and a design scheme has been developed, it will be necessary to identify and incorporate access provision for all as per the issues outlined within this report. This is an early stage opportunity to undertake an analysis of the building and identify potential issues of access which may need to be addressed as the design scheme progresses. The building is listed at Grade II and this will need to be considered in terms of any proposed alterations - sensitive intervention will be encouraged wherever needed, however removal of historic fabric or works that diminish the significance of the building are to be avoided. Long term plans to repair and reuse the building are being developed - the present condition of the building is such that much of the modern interventions are now redundant, and whilst their replacement will have cost impacts the opportunity is clear to create a scheme that fully embraces access for all within a highly significant building. Arrival and parking at the building for those with disabilities and mobility issues is presently not up to standard and changes are required, however level access from the Lind Street frontage is already present or easily achieved. Within the building however, movement between floors is currently not possible for wheelchair users or those unable to use stairs. Confirmation of the internal dimensions of the

existing lift shaft need to be confirmed to determine suitability for the installation of a modern lift designed for wheelchair users and companions. Other lifting provision may also be required to include stairlifts or wheelchair platform stair lifts. The principal stairs within the building are broad and regular, however the rising of the building may impact on alterations such as to the handrails or to provide contrast to the treads and risers - not impossible to achieve, but will require well thought through proposals. The listing will also likely impact on opportunities to improve the remaining historic fabric such as through the addition of glazed panels to doors, and other methods to improve visibility will need to be considered. In terms of acoustics, way finding, signage, lighting, alarms and communications, the building can largely be seen as a blank canvas with new systems/schemes to be designed to suit new layouts and uses. Building management, staff training and the operation of the building can largely be determined as the project progresses but should nevertheless remain under consideration throughout the project. The existing means of escape are redundant and new provision should be included in the worked up design scheme.

PHOTOGRAPHS

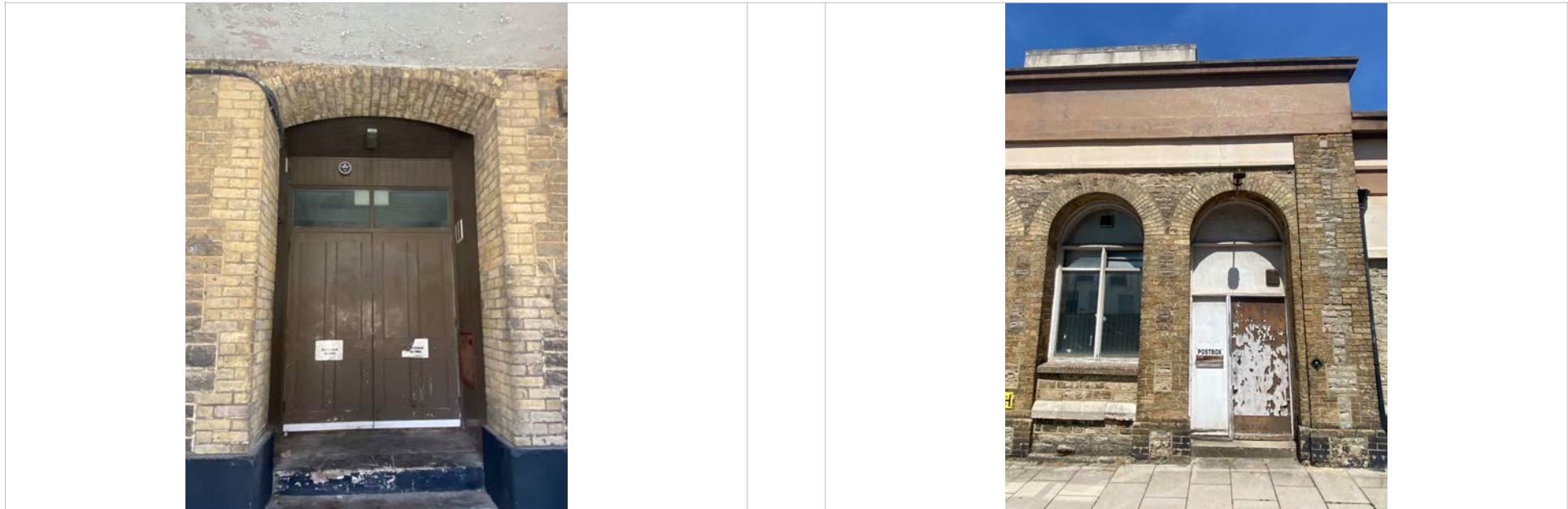
APPROACH, PARKING AND WAYFINDING

Area	The Current Situation	Recommendations for improving access



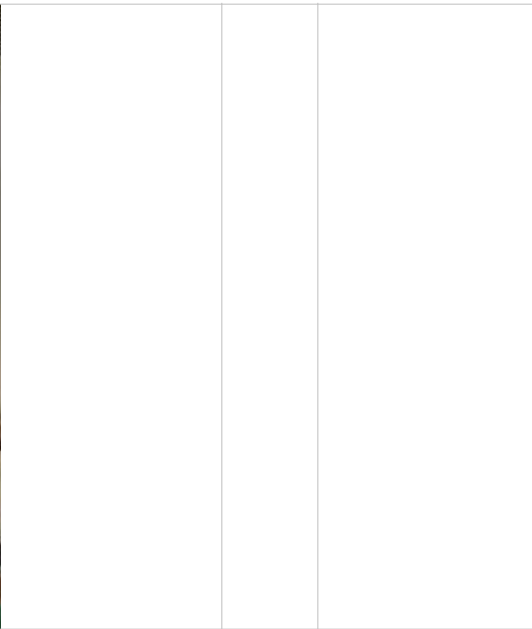
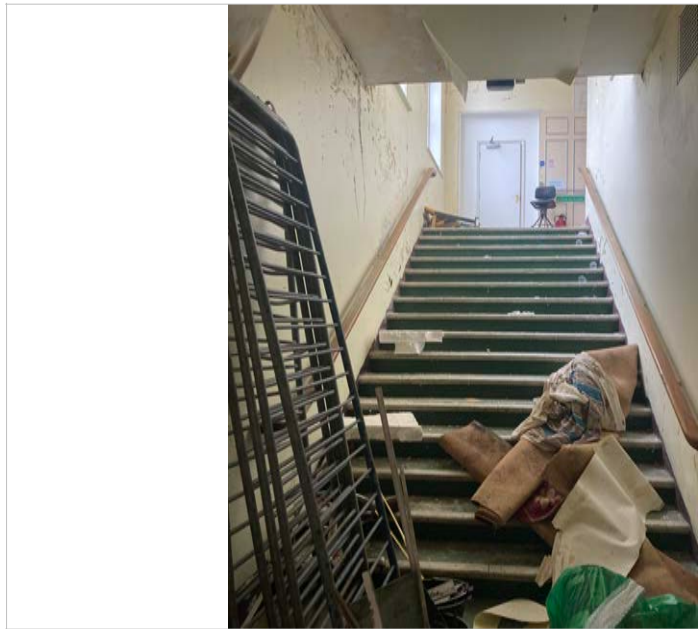
EXTERNAL STEPS ON APPROACH ROUTE

Area	The Current Situation	Recommendations for improving access



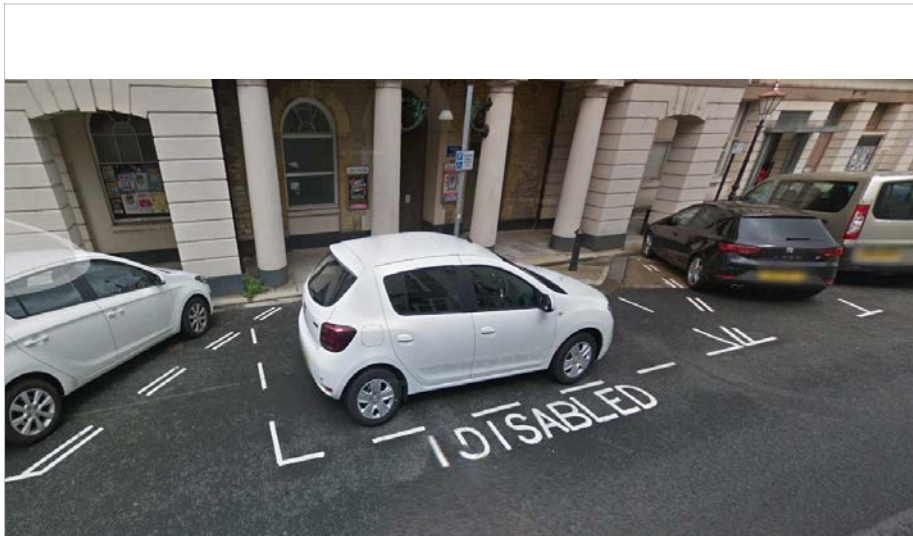
HANDRAIL TO INTERNAL STEPS

Area	The Current Situation	Recommendations for improving access
	Present to main staircases	Form part of historic fabric therefore any alterations will be limited



DESIGNATED PARKING BAYS AT MAIN ENTRANCE

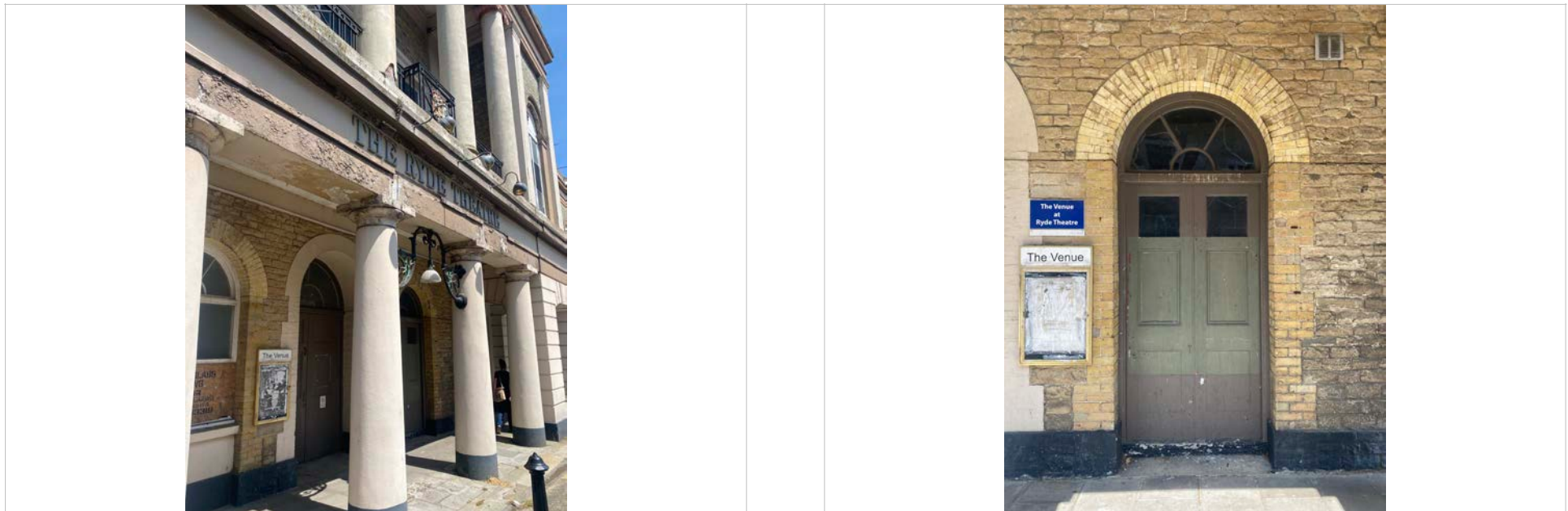
Area	The Current Situation	Recommendations for improving access
	Single parking bay only available	New parking arrangement to be determined for Lind and Market Streets



ENTRANCES

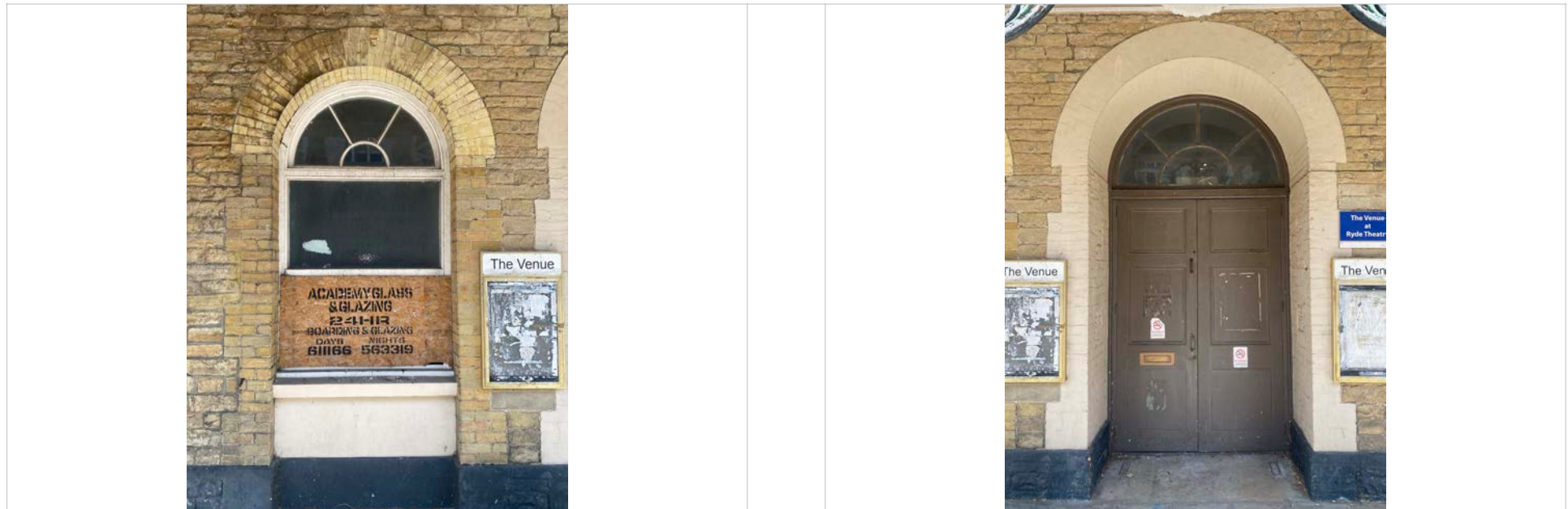
MAIN ENTRANCE

Area	The Current Situation	Recommendations for improving access
	There are a number of openings that could form the main entrance - the doorways behind the portico provide level access into the building.	Determine best locations for main and secondary entrances.



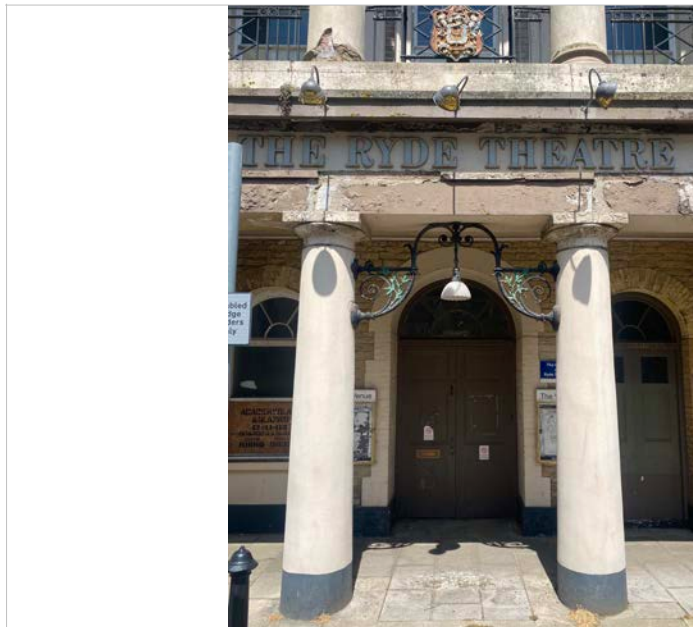
SIGNAGE AT MAIN ENTRANCE

Area	The Current Situation	Recommendations for improving access
	Signage is inadequate	Determine signage requirements to comply with best practice as part of reuse scheme.



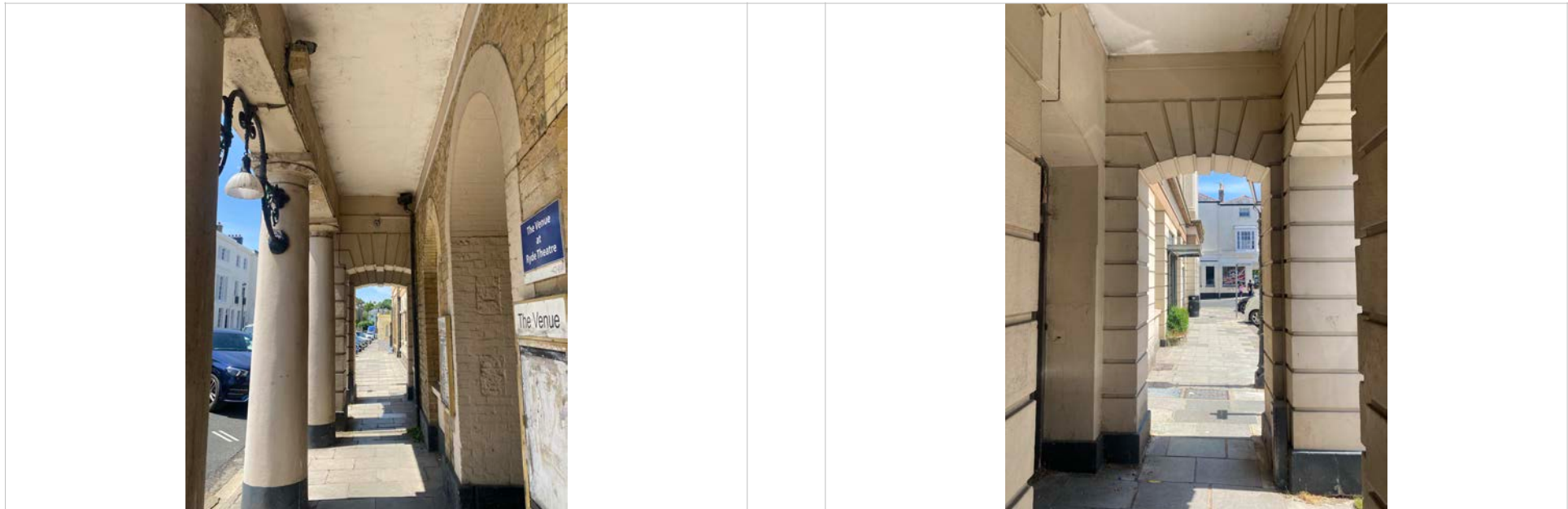
MAIN ENTRANCE

Area	The Current Situation	Recommendations for improving access
	Level access into building is present, however way finding, signage etc are deficient	The listed status of the building will need to be considered, however access arrangements to the front entrance require review as part of new scheme. The portico and building construction are a good indicator of a main entrance, however clarity in the identification and sign posting of other secondary entrances will be required.



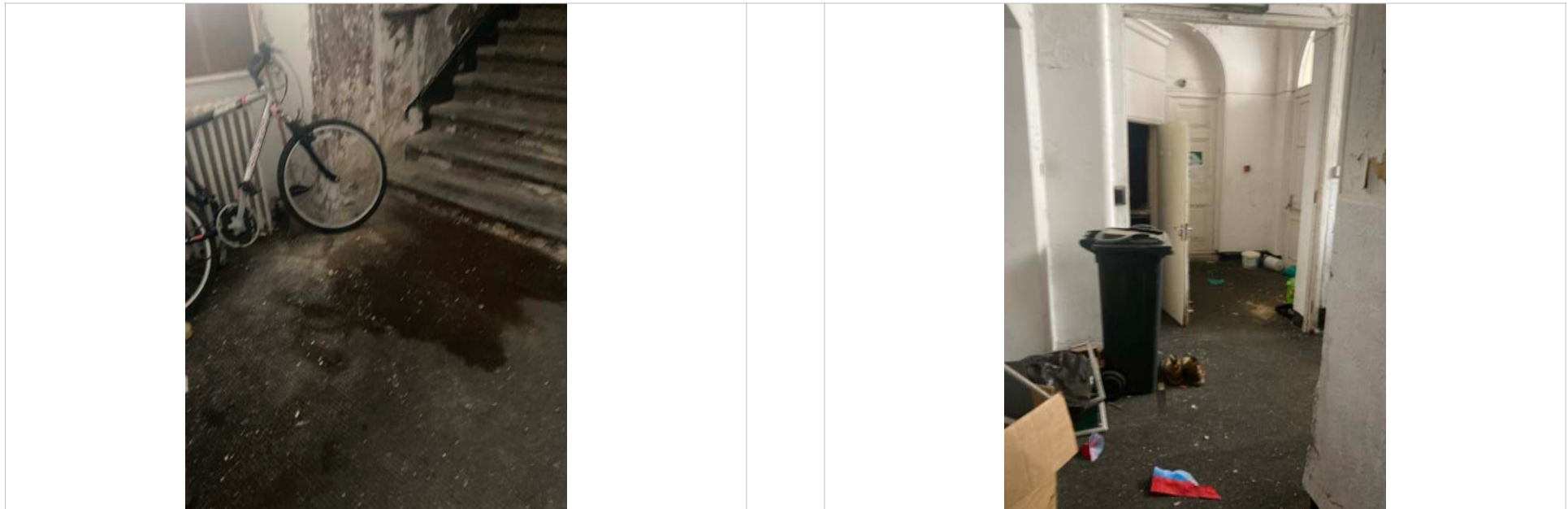
LOBBY AT MAIN ENTRANCE

Area	The Current Situation	Recommendations for improving access
	Lobby is spacious and largely protected from rain/inclement weather	Ensure safe and level access is available



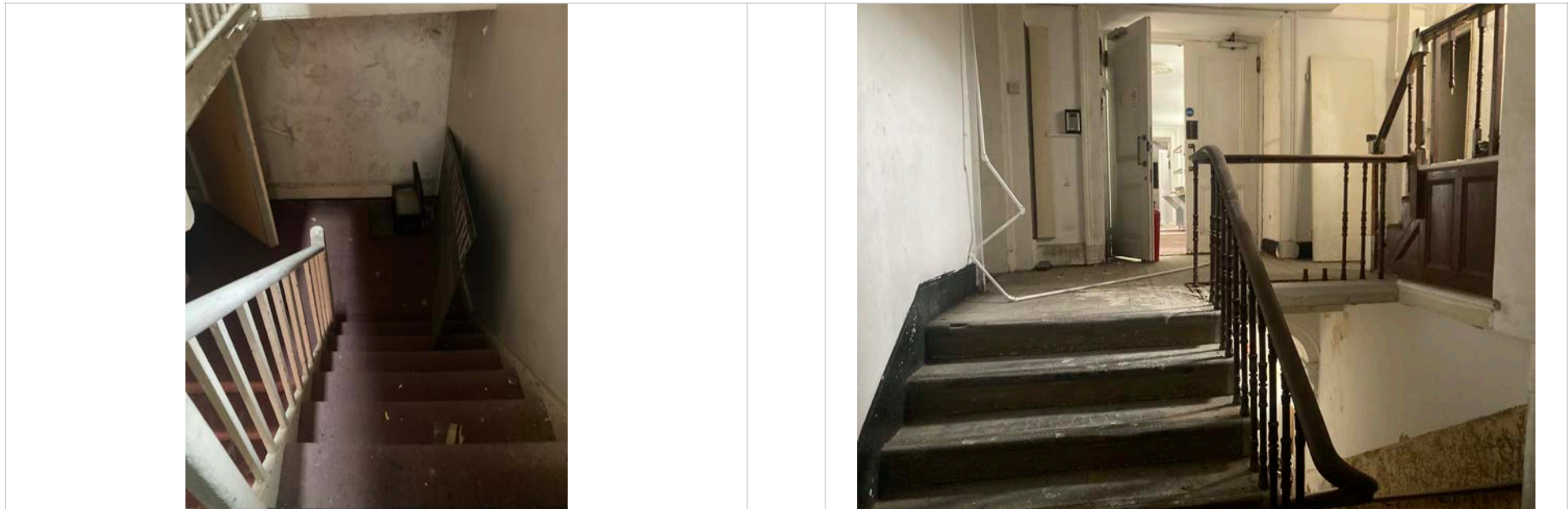
INNER FOYER

Area	The Current Situation	Recommendations for improving access
	Space limited by rubbish and modern kiosk	Remove rubbish and modern additions - ensure compliance with legislation in reuse scheme.



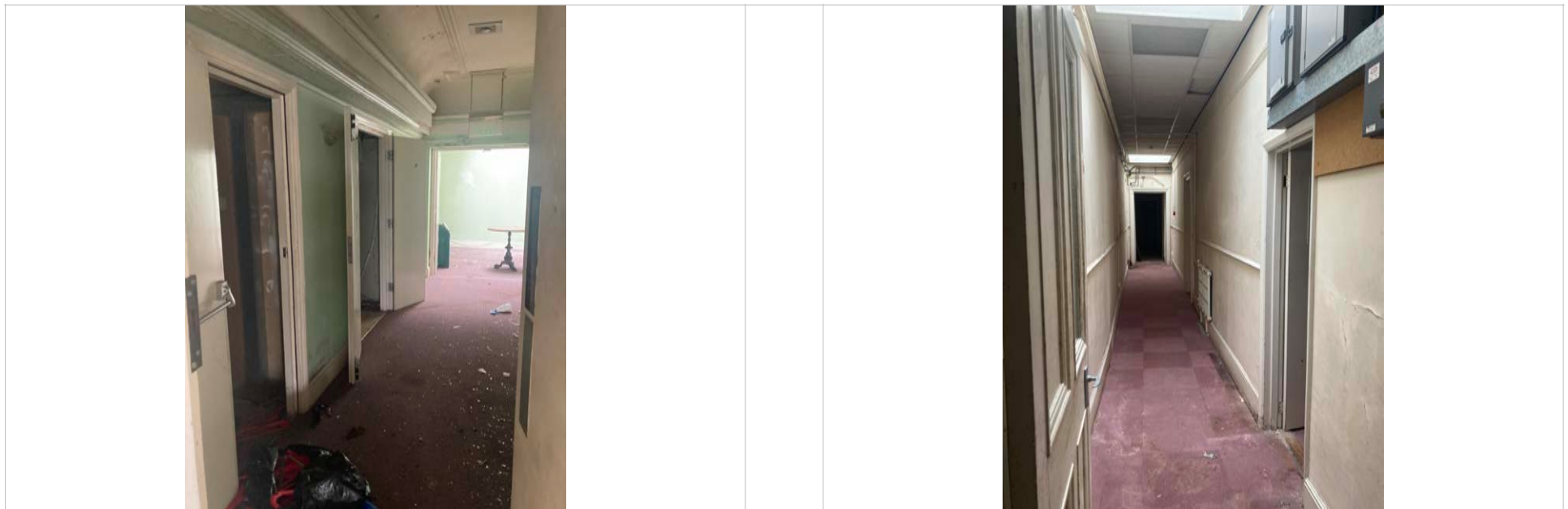
INTERNAL STAIRS

Area	The Current Situation	Recommendations for improving access
	Timber stairs in places are narrow and may be challenging as a means of access.	Larger and more regular staircases are available that may serve better as principal access routes through the building.



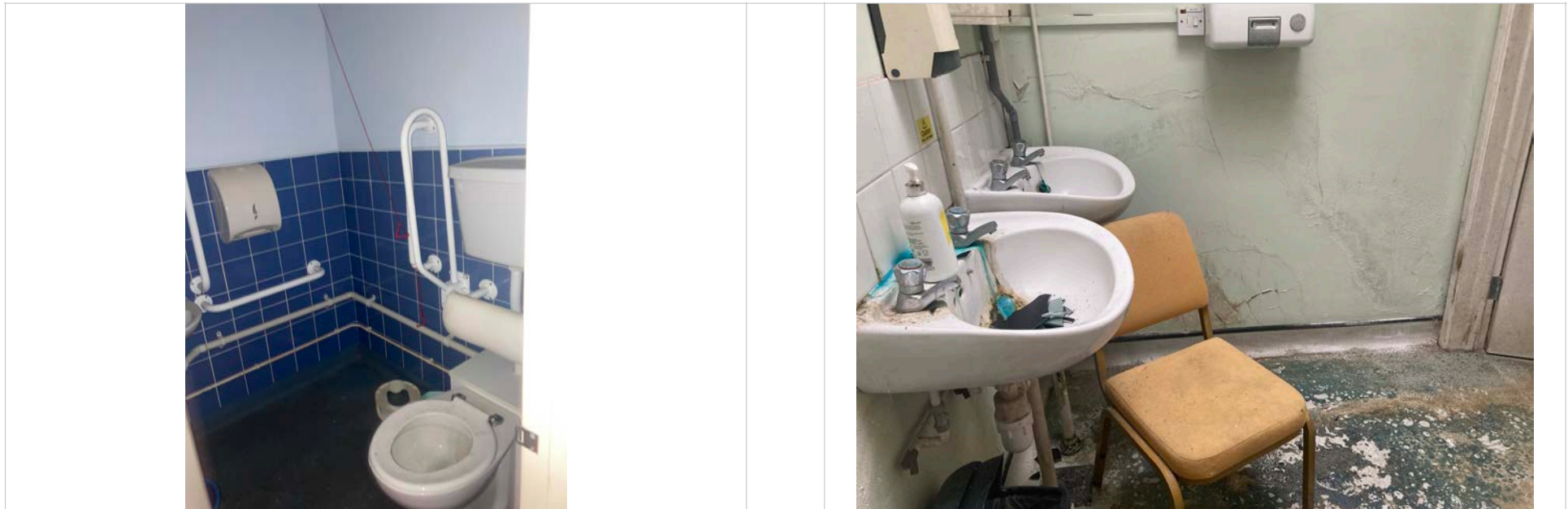
INTERNAL ACCOMMODATION

Area	The Current Situation	Recommendations for improving access
	Modern fit out compromises access in places	Listed status of the building must be considered in determining future layout, however removal of modern insertions will open up many of the spaces within the building which will allow for a new scheme to remove many of the impediments presently restricting access.



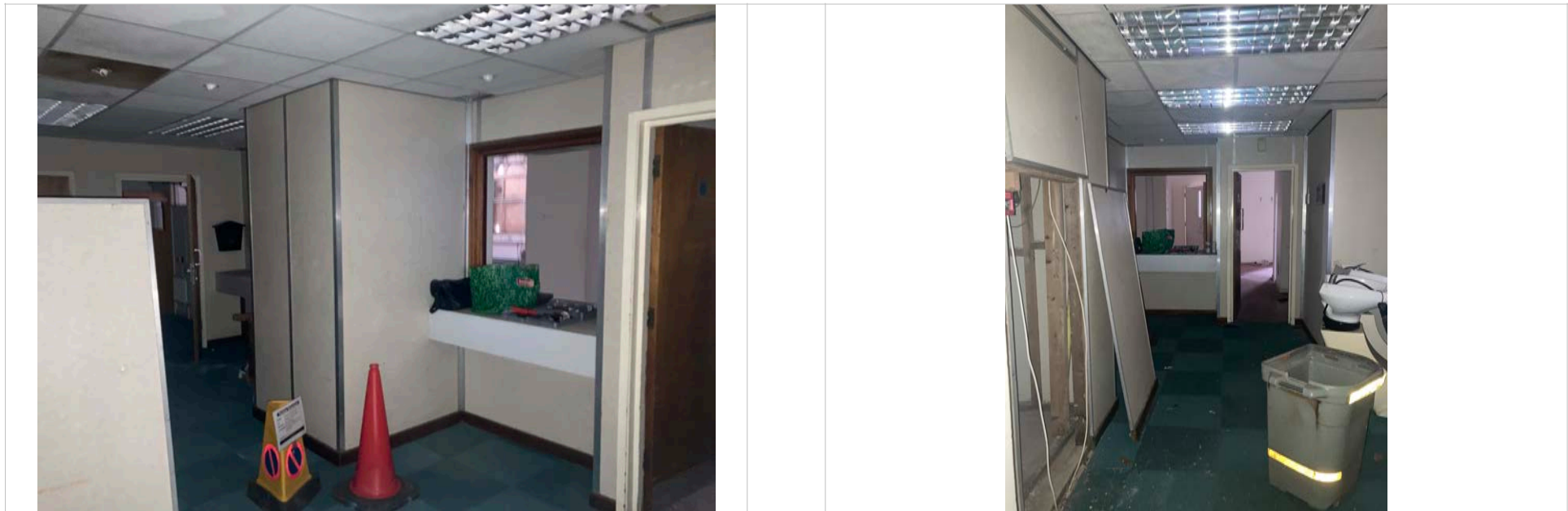
TOILET FACILITIES

Area	The Current Situation	Recommendations for improving access
	Sanitary facilities are redundant and require removal	New scheme to provide compliant and accessible facilities



MODERN INTERNAL PARTITIONS

Area	The Current Situation	Recommendations for improving access
	Redundant	Recommend removal subject to listed building consent



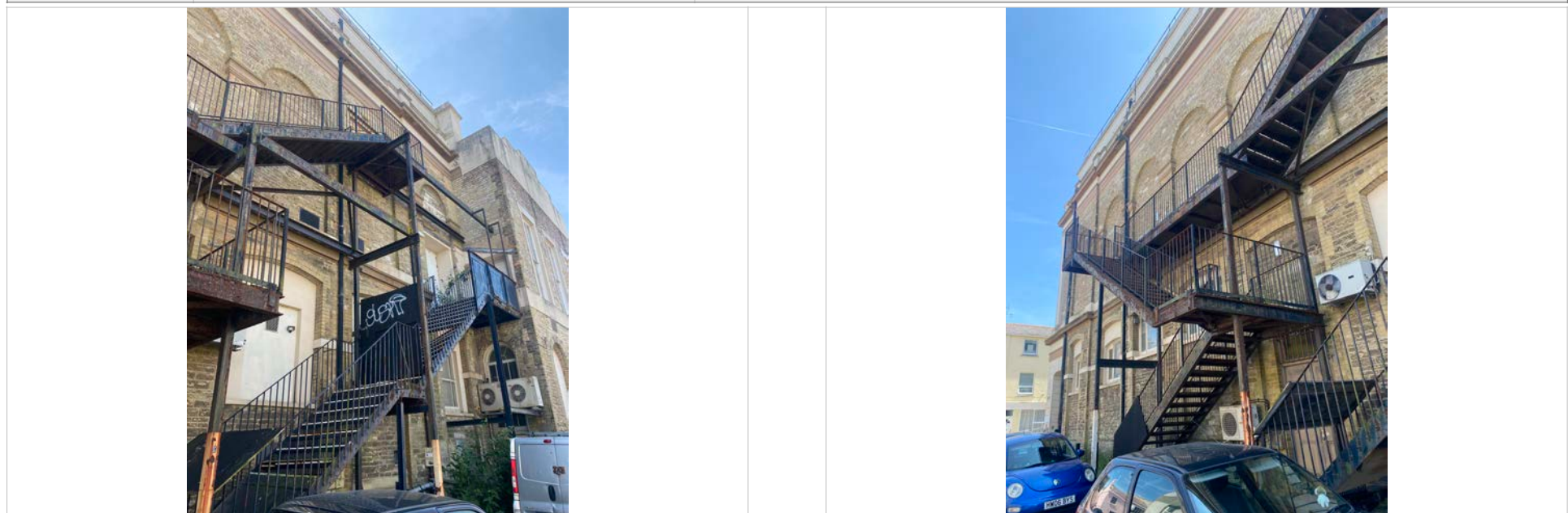
MAIN AUDITORIUM

Area	The Current Situation	Recommendations for improving access
	Movement around the space is good, however presently no lift or stair lift access	New lift access to be provided.



VIEWS OF ESCAPE STAIRS

Area	The Current Situation	Recommendations for improving access
	The existing escape stairs are unsafe and corroded	New emergency escape provision to be included within reuse design scheme.



ACCESS AUDIT CHECKLIST

Item	Area	Present Situation	Recommendations
1	Car Parking		
1.1	Car Parking	Parking bays are present to the front and rear of the building. There is a single disabled parking bay to the front of the building. The remaining parking bays to the front are limited to maximum one hour stay. The bays at the rear are limited to...	The present location for disabled parking is considered to be close to optimal, however the provision of parking spaces is inadequate. The provision of disabled parking must be considered in context with the need for other parking requirements including able bodied visitors, staff parking, deliveries, electric vehicle charging points and coach drop off etc.
1.2	Car Parking	Is the proportion of designated bays compared to standard bays sufficient?	The existing provision is inadequate, however in determining future layout, consideration must be given to the planned operation of the building and arrangements for those arriving at the venue by coach to include drop off arrangements.
1.3	Car Parking	<p>Are the designated bays clearly signposted from the carpark entrance?</p> <p>Are the designated bays clearly identified as being solely for disabled drivers or passengers?</p> <p>Are the designated bays close enough to the main entrance?</p>	<p>No.</p> <p>The sole disabled space is delineated, but definition does not meet modern standards.</p> <p>The designated bay is close to the present main entrance, however the provision is inadequate and requires improvement.</p>
1.4	Car Parking	In multi storey car parks, are the designated bays at the same level as the principal entrance and exit level?	Not applicable.

1.5	Car Parking	Are the bays adequately sized?	Current recommendations are for standard bay sizes of 2400mm x 4800mm, however this may be revised upwards. An additional space to at least one side and to the rear of the space of 1200mm is also needed. The 1200mm additional space should be clearly cross hatched in yellow - the space can be shared between adjacent bays as required by the circumstances.
1.6	Car Parking	Can car doors be fully opened to allow disabled drivers and passengers to transfer to a wheelchair parked alongside?	To be incorporated into future design - ensure conformity with British Standard. Allow for additional 1200mm yellow cross hatched zone for transfer from vehicle.
1.7	Car Parking	Is there sufficient space for tail loading?	To be incorporated into future design - ensure conformity with British Standard. Allow for additional 1200mm yellow cross hatched zone for transfer from vehicle.
1.8	Car Parking	Are the bays level, smooth, even and free from loose stones?	To be incorporated into future design - ensure conformity with British Standard. Allow for additional 1200mm yellow cross hatched zone for transfer from vehicle.
1.9	Car Parking	Are the routes from the parking area to buildings accessible, with dropped kerbs and appropriate tactile warnings.	No dropped kerbs or appropriate tactile warnings are present. These must be included within a new design scheme.
1.10	Car Parking	Are the routes adequately lit?	Present lighting is not appropriate. Ensure that adequate lighting provision is included within new proposals.
1.11	Car Parking	Are the ticket machines and entry controls accessible?	Entry controls unlikely to be applicable in future design scheme. Requirement for ticket machines unlikely also due to blue badge scheme.
1.12	Car Parking	General observations	The existing parking provision is well below the level required even if the building is only partially reoccupied for now.
2	Set Down Points		

2.1	Set Down Points	Is a set down point provided at a convenient point?	Set down point locations are to be determined in worked up design scheme.
2.2	Set Down Points	Is the set down point clearly signed to and from the entrance?	To be determined.
2.3	Set Down Points	Is the set down point located as close as possible to the principal entrance (or alternative accessible entrance)?	Sufficient space is available to the full length of the front elevation for a new set down point to be provided, however the ultimate location will need to be determined as part of a broader transport strategy for the future project.
2.4	Set Down Points	Is the set down point sufficiently sized to enable transfer from side door and for tail loading?	Dimensions of set down point to be determined relative to British Standard and other relevant legislation. Subject to the reordering of present parking provision the space available is potentially better than adequate.
2.5	Set Down Points	Is level access provided between the vehicular carriageway and footway?	The existing access to the perimeter of the building is of flagstone paving which is generally level to the Lind Street frontage of
2.6	Set Down Points	General observations	
3	Routes		
3.1	Routes	Are footpath routes from the edge of the site to the principal entrance (or alternative accessible entrance) or from the designated parking area to the entrance, or to other main routes on site predominantly level?	The paving to the Lind Street and St James Street frontages are generally even, although there are some changes in levels. Consider the listing of the building and the impact of any changes.

3.2	Routes	Where gradients between 1:60 and 1:20 are unavoidable, are level landings provided at appropriate intervals?	Confirm the gradient to St James Street and consider suitability for access.
3.3	Routes	Where gradients are greater than 1:20 are ramps provided? See also section 5 - External Ramps	Presently no external ramps are provided. The provision of ramps will be limited by the pavements to the front and side of the property, likewise public highway and building listing.
3.4	Routes	Do paths have a suitable cross fall gradient?	
3.5	Routes	Are routes sufficiently wide?	Routes are presently limited by the building and the perimeter paving/public highway. No routing scheme provided.
3.6	Routes	Are passing places provided?	No routing scheme provided - to be incorporated into new scheme.
3.7	Routes	Is seating provided at intervals on long or inclined routes?	No seating presently provided - to be incorporated into new scheme.
3.8	Routes	Is signage and landmarks to aid orientation provided?	None provided.
3.9	Routes	Are vehicle and pedestrian routes clearly distinguished?	There are presently no separately distinguished pedestrian/vehicle routes.
3.10	Routes	Are path surfaces suitable?	The paths to the Lind Street and St James Street frontages are paved and are mainly level and even. Composition of pavement to the west is tarmac/cobbles? To Market Street no pavement only tarmac road surface in relatively poor condition.
3.11	Routes	Sound qualities, textures and colours of surfaces used to highlight routes?	No.
3.12	Routes	Are joints between paving units suitable?	Further inspection/advice is needed to prepare new designs.

3.13	Routes	Are edges clearly defined?	No.
3.14	Routes	Are any drainage channels flush with the path surface and designed to avoid trip hazards?	No.
3.15	Routes	Is planting used to identify routes or hazards?	No (intentional) planting present.
3.16	Routes	Is any planting kept well trimmed?	Not applicable.
3.17	Routes	Are routes and hazards well lit?	Presently only street lighting is available. The decorative light within the portico is no longer functional. New design must include focused and dedicated lighting provision.
3.18	Routes	Is lighting well designed and positioned?	No.
3.19	Routes	Is guarding and cane detection provided to low level obstructions or hazards?	No.
3.20	Routes	General observations	The routing to the building is wholly inadequate and requires a full review and fresh design to meet the appropriate standards.
4	Street Furniture		
4.1	Street Furniture	Are pedestrian routes clearly defined and well planned?	No.
4.2	Street Furniture	Are routes defined using textural and tonal contrast?	No.
4.3	Street Furniture	Are hazards and obstructions avoided?	It does not appear that these have been assessed.
4.4	Street Furniture	Is adequate headroom provided to the pedestrian route?	Yes.

4.5	Street Furniture	Are guarding and cane detection systems provided to areas with less than 2100mm headroom?	None present.
4.6	Street Furniture	Are any bollards at least 1000mm high and visually contrasting with background? Are chains/ropes linking bollards avoided?	None present.
4.7	Street Furniture	Are items of street furniture visually contrasting with background? Are any free standing posts/columns highlighted using visually contrasting bands at the appropriate height?	No street furniture present. Columns to building frontage.
4.8	Street Furniture	Is seating provided on long or inclined routes	No.
4.9	Street Furniture	Are cycle parking areas located clear of pedestrian routes and adequately highlighted?	No cycle parking is provided - this should be incorporated into the new design scheme and located close to but clear of the primary access route into the building.
5	External Ramps		
5.1	External Ramps	Is any ramp provided accompanied by steps where the rise is greater than 300mm	Presently no ramps are provided, however it is likely that ramps will need to be incorporated into any new design scheme.
5.2	External Ramps	Is any ramp accompanied by an alternative means of access where the total rise is greater than 2m?	No rise is greater than 2m.
5.3	External Ramps	Are ramps identifiable from approach routes or clearly signed?	To be included in new design scheme if/where ramps are required.

5.4	External Ramps	<p>Is the ramp length and gradient suitable?</p> <p>Is the width sufficient to full length of ramp slope and landing?</p>	To be included in new design scheme if/where ramps are required.
5.5	External Ramps	<p>Are the top and bottom landings of adequate size and clear of door swings?</p> <p>Are any intermediate landings at regular intervals and of sufficient length?</p> <p>Are larger landings provided where it is not possible to see from one end of the ramp to another?</p>	<p>To be included in new design scheme if/where ramps are required.</p> <p>To be included in new design scheme if/where ramps are required.</p> <p>To be included in new design scheme if/where ramps are required.</p>
5.6	External Ramps	Is the maximum cross-fall gradient to ramp slope and landings?	Any new ramps should meet modern design requirements and satisfy legislation in place at such time.
5.7	External Ramps	Are kerb upstand or solid balustrade to any open side of ramp or landing?	Not applicable.
5.8	External Ramps	Is the surface suitable?	Not applicable.
5.9	External Ramps	Is the slope surface visually contrasting with the landings?	Not applicable.
5.10	External Ramps	Is the lighting adequate?	Not applicable.
5.11	External Ramps	See also Section 7 - External Handrails.	Not applicable.

5.12	External Ramps	General observations	New external layouts and design will likely need to incorporate ramped access, however the rise required is not likely to be substantial - to the western entrance on the Lind Street frontage it is a single step, however in order to achieve a suitable depth some work may be required to extend the pavement and push out the kerb into the highway. All should be determined by reference to modern design requirements.
6	External Steps		
6.1	External Steps	Are steps identifiable from approach route or clearly signed?	None of the steps to the building are presently signed or clearly identified.
6.2	External Steps	Is the layout logical and consistent (avoiding curved flights and tapered treads and risers)?	The external steps into the building are of mainly single rise save to the St James Street frontage and are logical and consistent.
6.3	External Steps	Are treads long enough and all of the same length?	To be measured on site, however treads all appear to be of consistent dimensions at each flight.
6.4	External Steps	Are risers shallow enough, all of the same height and unlikely to trip users?	To be measured on site, however risers all appear to be of consistent dimensions at each flight.
6.5	External Steps	Is the total rise of the flight suitable?	To be confirmed on site, however appearance suggests yes.
6.6	External Steps	Is the unobstructed width suitable?	To be confirmed on site, however appearance suggests yes.
6.7	External Steps	Are intermediate landings long enough and clear of door swings?	Not applicable.

6.8	External Steps	Are the step and landing surfaces suitable?	To be considered - improvements may be required in new design.
6.9	External Steps	Are there hazard warnings at the top and bottom of the steps, and if so are they of the correct style and detail?	None present.
6.10	External Steps	Do the nosings effectively highlight step edges?	None present.
6.11	External Steps	Is the lighting adequate and well positioned?	Not presently - to be included in new design scheme.
6.12	External Steps	See also Section 7 - External Handrails.	
6.13	External Steps	General observations	Generally the external steps are level and regular, however little to no thought has been given to providing access for all. Improvements will be sensitive to the listing of the building and are considered relatively easy to achieve.
8	Entrances		
8.1	Entrances	Is the main entrance easy to find and clearly distinguishable from the facade?	The main entrance is likely to be located to the Lind Street frontage, however a number of options relative to the usage of the building are available. The portico to the centre of the Lind Street frontage naturally draws the visitor in, however there are a number of entrances which may serve different areas of the building and varying activities. The entrances behind the portico and to the west provide level or close to level access to the main areas of the ground floor accommodation.
8.2	Entrances	Are any alternative accessible entrances clearly signed from the edge of the site and from the principal entrance?	See 8.1 - it is likely that alternative entrances will be included in the new design scheme.

8.3	Entrances	Does signage incorporate the international symbol for access?	The existing signage is redundant - the new signage scheme should include the international symbol.
8.4	Entrances	Are all entrances clearly signed and visible from approach routes?	The existing arrangement is redundant and a new signage scheme is needed.
8.5	Entrances	Is a level area provided immediately in front of all accessible entrances?	Level access is available to main central entrance doors. Clarify locations where level access is not available - include door to west wing on Lind Street, door to right of war memorial, door to east wing on St James Street, double doors to Market Street, and single door to Market Street. Confirm access to disabled lavatories.
8.6	Entrances	Are structural supports clearly identified?	Not presently - include in new scheme.
8.7	Entrances	Is weather protection provided?	Only to main entrance doors to Lind Street frontage and St James Street doorway.
8.8	Entrances	Are any outward opening doors adequately guarded?	All of the doors are presently inward opening.
8.9	Entrances	Are door entry control systems positioned in an accessible location?	Presently there are no door entry control systems serving the building.
8.10	Entrances	Is the entry system usable by people with sensory impairments and by people who cannot speak?	Presently none available - incorporate into new system.
8.11	Entrances	Is a swipe card system usable by people with sensory and mobility impairments?	Presently none available - incorporate into new system.
8.12	Entrances	Other methods of access	None presently - to be included if required in new design.
8.13	Entrances	Is alternative gate access provided in conjunction with turnstiles?	No turnstiles present - unlikely to be required for new scheme, however review in design/planning.

8.14	Entrances	General observations	There are a number of potential entrances available around the building - presently however the only level entrance is via the central main doors to Lind Street. The new design scheme will need to consider how other available entrances can be utilised relative to the main scheme and circulation inside.
9	Entrance Doors		
9.1	Entrance Doors	Are door openings wide enough for all users?	Most door openings appear to be wide enough to accommodate all users, although the smaller single door to the Market Street frontage is restricted in size and manoeuvrability in the lobby behind. Confirm opening dimensions of the door to the western end of the Lind Street frontage.
9.2	Entrance Doors	Is adequate space available alongside leading edge for a wheelchair user to open the door while clear of the door swing?	Dependent on final design scheme and layout adaptation will vey likely be required at the entrances to the building.
9.3	Entrance Doors	Is the threshold level?	Only to the present principal entrance behind the portico.
9.4	Entrance Doors	Are doors and/or frames visually contrasting with the wall?	There is some contrast between the door installations and the wall , however this might be improved as part of refurbishment works. Consider impact of building listing.
9.5	Entrance Doors	Do doors and side panels incorporate vision panels and is the zone of visibility adequate?	No - any improvements should be considered with respect to the listed status of the building.

9.6	Entrance Doors	Where glazed doors are provided, are the markings for visibility:	None present - unlikely to be required unless to steps in St James Street entrance if this is utilised for access.
		Clearly differentiated from any adjacent glazed screen?	As above.
		Frameless glazed doors protected by guarding?	As above.
9.7	Entrance Doors	Is the door furniture visually contrasting with the door leaf?	No significantly.
		Are the handles easy to grip and operate?	No.
		Are the handles within reach of all users?	No.
9.8	Entrance Doors	Where self closing devices are fitted is door pressure kept to a minimum?	Self closing devices where fitted are now redundant and will require full replacement with modern compliant devices.
9.9	Entrance Doors	For manually operated powered doors, is the door activation system positioned within reach of all users?	None present.
9.10	Entrance Doors	For manually operated powered doors, are they clearly distinguishable from the background?	Not applicable.
9.11	Entrance Doors	Do automatic doors remain open long enough for a slow-moving person to pass through?	None present.
9.12	Entrance Doors	Do swing doors that open towards the user incorporate both visible and audible warnings?	No.

9.13	Entrance Doors	Are barriers positioned to protect access routes and guard against finger or body traps?	No barriers present.
9.14	Entrance Doors	Does the automatic door system incorporate a safety stop to prevent doors closing on a person passing through the doorway?	Not applicable.
9.15	Entrance Doors	Do automatic doors revert to manual control or failsafe in the open position if power fails?	Not applicable.
9.16	Entrance Doors	Are any revolving doors supplemented by an adjacent accessible door in regular use?	None present.
9.17	Entrance Doors	General observations	Complete revision required with new design necessary.
10	Entrance Lobbies		
10.1	Entrance Lobbies	Is there a clear view in from outside to aid orientation?	The present arrangement does not provide a clear view in from outside. Improvements are required, dependent on whichever opening is used, should be relatively simple to effect.
10.2	Entrance Lobbies	Is the lobby large enough to allow a wheelchair user and companion to move clear of one door before negotiating the second?	This should be possible to both the present main entrances behind the portico and to the west end of the Lind Street frontage.
10.3	Entrance Lobbies	Is transitional lighting present?	No
10.4	Entrance Lobbies	Does the inner lobby door meet the same criteria as the entrance door?	None present - to be incorporated into new design scheme

10.5	Entrance Lobbies	Is the weather mat of firm texture, flush with the floor and of a suitable size?	None present - to be incorporated into new design scheme
10.6	Entrance Lobbies	General observations	Opening up and rearrangement of main entrance lobby will be needed - should consider removal of ticket booth to open up space and allow for unimpeded access to the accommodation behind. Entrance to the west of the Lind Street frontage has a generous lobby area which has the potential for enlargement. Present access however requires much improvement.
11	Entrance Foyers		
11.1	Entrance Foyers	Is there a clear view in from outside to aid orientation?	Not with present arrangement.
11.2	Entrance Foyers	Are routes from entrance doors/lobby logical, clearly defined and unobstructed?	Not presently - to be included in new design scheme.
11.3	Entrance Foyers	Is there adequate circulation space?	No.
11.4	Entrance Foyers	Is there clear signage highlighting the location of reception, WCs, stairs or lift?	No.
11.5	Entrance Foyers	Is the reception counter suitably positioned? See also Section 24 - Counters & Service Desks.	No.

11.6	Entrance Foyers	Is the waiting area quiet and well lit?	None present.
		Is there space for wheelchair users to sit alongside companions?	No.
		Is there a range of seating styles to suit all users?	No.
		See also Section 21 - Seating	
11.7	Entrance Foyers	Is a telephone provided? See also Section 25 - Telephones	No. Confirm also which other methods of communication could be provided in addition to a telephone?
11.8	Entrance Foyers	General observations	The existing arrangement is awkward, dated and wholly inadequate, however there is much potential to create some really good spaces that allow access for everyone.
12	Circulation		
12.1	Circulation	Are the circulation routes well defined?	No.
12.2	Circulation	Are the clear widths adequate?	Mostly - however there are pinch points which should be eliminated where practical.
12.3	Circulation	Are routes defined using contrasting floor finishes and textures?	No.
12.4	Circulation	Do colour schemes maximise effective visual contrast?	No.
12.5	Circulation	Is the lighting adequate and well positioned?	No.

12.6	Circulation	General observations	All of the above deficiencies can all be resolved within new sympathetic design proposals.
13	Corridors		
13.1	Corridors	Are corridor widths adequate and unobstructed?	Mostly - however there are pinch points which should be eliminated.
13.2	Corridors	Is turning space provided for wheelchair users?	No.
13.3	Corridors	Are wall mounted features such as radiators and fire extinguishers recessed? If not recessed are the items guarded with a contrasting rail?	No.
13.4	Corridors	Are any outward opening doors in regular use recessed?	No, however new design will ensure that conformity with best practice is put in place.
13.5	Corridors	Where there is a series of similar doors along a corridor, are the doors consistent in opening width and direction of opening?	No, however new design will ensure that conformity with best practice is achieved.

13.6	Corridors	<p>Are the corridor floors level?</p> <p>If the floors are not level, is the gradient as shallow as possible and incorporating regular landings?</p> <p>Are sloped surfaces clearly differentiated?</p> <p>Are any gradients greater than 1:20 designed as an internal ramp?</p> <p>See also Section 16 - Internal Ramps</p>	<p>No - there are changes in floor levels throughout many areas of the building. Mainly, but inspection/audit is required to inform new design.</p> <p>No.</p> <p>Where present - to be incorporated into new design scheme. Check rise to mezzanine within room contained within projecting rear bay.</p>
13.7	Corridors	Where there is an internal lobby, is sufficient space available to allow wheelchair users to clear one door before approaching the second?	Present arrangement is redundant - design improvements are required.
13.8	Corridors	Does all natural and artificial lighting avoid glare and silhouettes?	Artificial lighting redundant - new design for natural and artificial light will design out glare and silhouettes wherever practically possible.
13.9	Corridors	See also Section 15 - Surfaces	
13.10	Corridors	General observations	
14	Internal Doors		
14.1	Internal Doors	Is the door necessary for safety or functional purposes?	New internal arrangement to be determined - unnecessary blockages or impediments to be ironed out of the design.
14.2	Internal Doors	Is the effective clear width suitable?	

14.3	Internal Doors	Is there adequate available space alongside the leading edge for a wheelchair user to open the door while clear of the door swing?	New internal arrangements will identify and eliminate any such issues.
14.4	Internal Doors	Is the door distinguishable from its surroundings? Does the leading edge of non self closing doors and doors which are held open contrast with the door face and surrounding surfaces?	To be incorporated into new design. To be incorporated into new design.
14.5	Internal Doors	For double doors - is the leaf in regular use clearly identified?	This is to be incorporated into the new design scheme.
14.6	Internal Doors	Do doors and side panels incorporate vision panels and is the zone of visibility adequate?	These will be incorporated wherever practical into new design scheme, however this is unlikely to be possible where historic fabric is to be retained.
14.7	Internal Doors	Are markings for safety and visibility present to glazed doors?	To be included in new design scheme.
14.8	Internal Doors	Is the door furniture visually contrasting with the door leaf? Are the handles easy to grip and operate? Are the handles within reach of all users?	Not presently. Not presently. Not presently.
14.9	Internal Doors	On non powered manually operated doors - do the self closing devices ensure that door pressure is kept to a minimum?	Not presently - to be included in new design scheme.
14.10	Internal Doors	Are electro magnetic hold open devices or swing free devices provided where appropriate and are linked to the fire alarm?	None present, however it is likely that they will be required in new design scheme.

14.11	Internal Doors	On manually operated powered doors, is the door activation system positioned within easy reach of all users?	None presently installed - to be included within new design scheme.
14.12	Internal Doors	Is the door and activation system clearly distinguishable from the back ground?	To be included in new design scheme.
14.13	Internal Doors	Are any low energy powered swing doors capable of operating in manual, power assisted and powered mode?	To be included in new design scheme.
14.14	Internal Doors	On automatic doors, do the doors remain open for long enough for a slow moving person to pass through?	Not presently - new design scheme will focus on allowing clear passage, however where doors are required including automatic doors, sufficient time will be allowed
14.15	Internal Doors	Do swing doors that open outward towards the user incorporate both visible and audible warnings?	To be included in new design scheme.
14.16	Internal Doors	Are barriers positioned to protect access routes and guard against finger or body traps?	Barriers are not present - consider inclusion in new design scheme, however where possible try to design out finger/body traps. May be required to protect new access routes.
14.17	Internal Doors	Does the automatic door system incorporate a safety stop to prevent doors closing on a person passing through the doorway?	To be included within new design scheme if required.
14.18	Internal Doors	Do the doors revert to manual control or failsafe in the open position if power fails?	To be included within new design scheme if required.
14.19	Internal Doors	General observations	There is significant potential to provide a well designed new layout within the building to incorporate up to date door design, however to some areas of the building the retention of historic fabric may need to be given priority - existing internal doors may need some adaptation where this is practical.

15	Surfaces		
15.1	Surfaces	Are floor surfaces suitable for the passage of wheel chair users?	Not presently - much of the accommodation has the potential to receive surfaces suitable for the passage of wheelchairs, however some areas of historic fabric may not be suitable.
15.2	Surfaces	Are junctions between floor surfaces correctly detailed?	Existing floor coverings are redundant and for disposal. New coverings to be compliant - historic fabric to be repaired as far as is practical.
15.3	Surfaces	Are colours, tones and textures varied to help people distinguish between surfaces and fittings/fixtures and so on?	Not presently - to be included in new design scheme.
15.4	Surfaces	Are floor surfaces slip resistant?	No.
15.5	Surfaces	Do cleaning regimes avoid making surfaces slippery?	None in place - to be considered under building management and also in choice of new floor coverings. Consider cleaning regime for historic fabric in order to minimise opportunity for creating slippery surfaces during cleaning regime.
15.6	Surfaces	Are floor and wall surfaces free from confusing glare and reflection?	Not through intention - extent of any glare/reflection cannot be determined given present condition of the building.
15.7	Surfaces	Are textured surfaces present to aid orientation for people with impaired sight?	No.
15.8	Surfaces	Are bright, boldly patterned floors avoided?	Not intentionally - to be incorporated within new design scheme.
15.9	Surfaces	Are busy or distracting wall coverings avoided?	Not intentionally- to be included within new design scheme.

15.10	Surfaces	General observations	New design will incorporate requirements of relevant legislation in place at the time.
16	Internal Ramps		
16.1	Internal Ramps	Is the ramp accompanied by steps where the rise is greater than 300mm?	None present.
16.2	Internal Ramps	Is the ramp easily identifiable or clearly signed?	Not applicable.
16.3	Internal Ramps	Is the ramp length and gradient suitable?	Not applicable.
		Is the width sufficient to full length of ramp slope and landing?	Not applicable.
16.4	Internal Ramps	Are the top and bottom landings of adequate size and clear of door swings?	Not applicable.
		Are any intermediate landings at regular intervals and of sufficient length?	Not applicable.
		Are larger landings provided where it is not possible to see from one end of the ramp to another?	Not applicable.
16.5	Internal Ramps	Is the kerb upstand or solid balustrade to any open side of ramp or landing?	Not applicable.
16.6	Internal Ramps	Is the surface suitable?	Not applicable.
16.7	Internal Ramps	Is the slope surface visually contrasting with the landings?	Not applicable.

16.8	Internal Ramps	See also Section 18 - Internal Handrails.	
16.9	Internal Ramps	General observations	Presently no internal ramps are provided. Since however, there are differences in levels within the building it is likely that any new design will incorporate the same, but until such a design scheme is worked up it is not possible to determine likely locations. The design of any ramps where required must conform to modern standards.
17	Internal Steps		
17.1	Internal Steps	Are the steps easily identifiable or clearly signed?	The existing arrangement provides little to identify or clearly designate the internal steps - any new design scheme will be to modern standards.
17.2	Internal Steps	Is the layout logical and consistent (avoiding curved flights and tapered treads and risers)?	The internal arrangement is limited in places by the historic fabric and layout, however much of the internal subdivision is modern and will likely be removed (subject to Listed Building Consent) to allow for a new design scheme. The steps leading to the council chamber from the main entrance, from the main auditorium to the ground floor exit and to market street from the ground floor accommodation (not the caretakers flat) are wide and regular - they also are of some interest and significance therefore minimal alterations only are likely envisaged. Elsewhere the steps are of timber and are narrow and irregular - it is unlikely that these are suitable for adaptation and other means of access should be sought.
17.3	Internal Steps	Are the treads long enough and all of the same length?	Where steps are usable as above - yes.

17.4	Internal Steps	Are the risers shallow enough, all of the same height and unlikely to trip users?	Where steps are usable as above - yes.
17.5	Internal Steps	Is the total rise of the flight suitable?	To be confirmed - the first flight to the council chamber is significantly long. Other flights however benefit from half landings. Confirm also steps from main auditorium to ground floor entrance/exit.
17.6	Internal Steps	Is the unobstructed width adequate?	Yes.
17.7	Internal Steps	Are the intermediate landings long enough and clear of door swings?	In the main they are, however on the half landing of the stairs leading down from the main auditorium to the ground floor entrance/exit there is an outward opening door leading from the dressing rooms and stage area.
17.8	Internal Steps	Are the step and landing surfaces suitable?	Stone steps with cast iron nosings - TBC.
17.9	Internal Steps	Do the nosings effectively highlight step edges?	No - this may be difficult to achieve due to construction and forming part of historic fabric.
17.10	Internal Steps	Is the lighting adequate and well positioned?	Not at present.
17.11	Internal Steps	See also Section 18 - Internal Handrails.	Moulded timber handrails are present, however these form part of the historic fabric of the building and it is unlikely therefore that anything other than minor alterations minimising loss of material/significance will be acceptable.
17.12	Internal Steps	General observations	Usefulness and adaptability of internal steps is limited by historic fabric/arrangement and building listing.

18	Internal Handrails		
18.1	Internal Handrails	Are handrails provided in conjunction with a change in level to both sides and of a suitable height?	Handrails are provided to the staircases thought suitable for use within the building, however they form part of the historic fabric and care should be taken if they are to be incorporated into the new design.
18.2	Internal Handrails	Are handrails continuous along ramp slopes, stair flights and landings?	No - this may be possible to achieve but design should consider the significance and arrangement of the historic fabric.
18.3	Internal Handrails	Do the handrails extend beyond the top and bottom of the slope or flight?	No.
18.4	Internal Handrails	Is the handrail profile easy to grip and suitable for providing forearm support?	To be confirmed by inspection onsite, but is considered to be unlikely.
18.5	Internal Handrails	Are the open ends of the handrails designed to reduce the risk of clothing being caught?	Not specifically designed, but the handrails do return into the wall reducing risk of clothing being caught, but also meaning that they do not extend beyond flights.
18.6	Internal Handrails	Is the handrail surface suitable?	Handrails are of timber - changes to finish and appearance are unlikely to be acceptable unless of sympathetic type keeping any loss of significance or historic to a minimum.
18.7	Internal Handrails	Does the handrail visually contrast with the background?	No.
18.8	Internal Handrails	General observations	The existing handrails form part of the historic fabric and significant changes/adaptations will likely be resisted.

19	Passenger Lifts		
19.1	Passenger Lifts	Is a passenger lift available in a building of more than one storey?	There is a redundant lift present - the existing lift shaft likely to be suited to the installation of a new lift, however the dimensions available should be confirmed onsite. Existing lift only provides access between ground and first floors - possible to extend to second floor? Location of lift shaft is far from ideal if access to new roof restaurant is required - shaft is located on the wrong side of the roof over the mezzanine. Alternative locations should be identified for additional lift shafts.
19.2	Passenger Lifts	Is the location of any lift clearly defined by visual and tactile information?	No.
19.3	Passenger Lifts	Are the car dimensions sufficient to allow space for a wheel chair user and companion?	Not known - new installation to be compliant. Confirm dimensions of the lift shaft to ensure that a compliant lift may be installed.
19.4	Passenger Lifts	Is there clear landing space available at each level?	Yes.
19.5	Passenger Lifts	Is the landing level sign visible from the lift car?	Not known - new installation to be compliant.

19.6	Passenger Lifts	Do the lift doors open wide enough for wheelchair users?	To be included within new design.
		Are the lift doors visually contrasting with adjacent walls and floors?	To be included within new design.
		Do the doors remain open for long enough to allow slow entry and exit?	To be included within new design.
		Is an infrared or photo eye door safety override system installed?	To be included within new design - confirm best/most suitable technology available.
19.7	Passenger Lifts	Are landing controls within reach of all users?	To be included in new design scheme.
		Are they distinguishable against the background?	To be included within new design.
		Are they visible from any position on the lift landing?	To be included within the new design scheme.
19.8	Passenger Lifts	Are the lift car controls, including emergency call, located easily using visual or tactile information, and within easy reach of all users?	New design to incorporate.
19.9	Passenger Lifts	Is there present audible indication of door movement, direction of travel and floor- level reached?	New design to incorporate.
19.10	Passenger Lifts	Is the floor level indicator visible and clear?	New design to incorporate.
19.11	Passenger Lifts	Does the lift car floor have similar frictional characteristics as the landing?	New design to incorporate.
19.12	Passenger Lifts	Are the floor and wall surfaces suitable?	New design to incorporate.

19.13	Passenger Lifts	Are any areas of glass identified with markings for safety and visibility?	New design to incorporate if required.
19.14	Passenger Lifts	Is a half height mirror fitted on the back wall of the lift car to enable wheel chair users to reverse into and out of lift car and view lift landing?	New design to incorporate.
19.15	Passenger Lifts	Is the emergency call button within reach of all users?	New design to incorporate.
19.16	Passenger Lifts	Are the alarm buttons fitted with visual acknowledgement that alarm bell has sounded?	New design to incorporate.
19.17	Passenger Lifts	Is the emergency telephone/intercom available and easy to use? Is it fitted with an inductive coupler?	New design to incorporate.
19.18	Passenger Lifts	General observations	Existing lift is redundant, but lift shaft is well located and likely to be suitable for new installation designed to satisfy above requirements.
20	Platform Lifts		
20.1	Platform Lifts	Is a platform lift available as an alternative means of access to an adjacent stair or ramp?	None fitted.
20.2	Platform Lifts	Is the location of the platform lift clearly defined by visual and tactile information?	Will be required if platform lift(s) are to be included within new design scheme.

20.3	Platform Lifts	Is the platform lift designed and available for independent use?	Will be required if platform lift(s) are to be included within new design scheme.
20.4	Platform Lifts	Are there clear instructions for use?	Will be required if platform lift(s) are to be included within new design scheme.
20.5	Platform Lifts	Is the platform adequately guarded or enclosed?	Will be required if platform lift(s) are to be included within new design scheme.
20.6	Platform Lifts	Are the platform dimensions suitable for a wheelchair user and companion?	Will be required if platform lift(s) are to be included within new design scheme.
20.7	Platform Lifts	Is there clear landing space available at each floor level?	Will be required if platform lift(s) are to be included within new design scheme.
20.8	Platform Lifts	Do the platform gates/doors open wide enough for wheelchair users?	Will be required if platform lift(s) are to be included within new design scheme.
		Do they contrast visually with adjacent walls and floors?	Will be required if platform lift(s) are to be included within new design scheme.
		Is minimal door/gate opening pressure required or are door controls powered?	Will be required if platform lift(s) are to be included within new design scheme.
		Are door handles/controls within reach of all users?	Will be required if platform lift(s) are to be included within new design scheme.

20.9	Platform Lifts	<p>Are landing controls within reach of all users?</p> <p>Are they distinguishable against the background?</p>	<p>Will be required if platform lift(s) are to be included within new design scheme.</p> <p>Will be required if platform lift(s) are to be included within new design scheme.</p> <p>Will be required if platform lift(s) are to be included within new design scheme.</p> <p>Will be required if platform lift(s) are to be included within new design scheme.</p>
20.10	Platform Lifts	<p>Are the lift car controls, including emergency call, located easily using visual or tactile information, and within easy reach of all users?</p>	<p>Will be required if platform lift(s) are to be included within new design scheme.</p>
20.11	Platform Lifts	<p>Is audible indication present of platform movement, direction of travel and floor level reached?</p>	<p>Will be required if platform lift(s) are to be included within new design scheme.</p>
20.12	Platform Lifts	<p>Is the floor level indicator visible and clear?</p>	<p>Will be required if platform lift(s) are to be included within new design scheme.</p>
20.13	Platform Lifts	<p>Are the surface finishes and lighting suitable?</p>	<p>Will be required if platform lift(s) are to be included within new design scheme.</p>
20.14	Platform Lifts	<p>Is the emergency call button within reach of all users?</p>	<p>Will be required if platform lift(s) are to be included within new design scheme.</p>
20.15	Platform Lifts	<p>Are the alarm buttons fitted with visual acknowledgement that alarm bell has sounded?</p>	<p>Will be required if platform lift(s) are to be included within new design scheme.</p>

20.16	Platform Lifts	Is the emergency telephone/intercom available and easy to use? Is it fitted with an inductive coupler?	Will be required if platform lift(s) are to be included within new design scheme.
20.17	Platform Lifts	General observations	Until design proposals are produced which definitely incorporate platform lifts, it is impossible to provide informed comment.
21	Wheelchair Platform Stairlifts		
21.1	Wheelchair Platform Stairlifts	Is a wheelchair platform stairlift provided where a passenger lift or platform lift is unsuitable?	None present, however the three main staircases to the council chamber, main auditorium and to market street may be suitable for the installation of wheelchair platform stair lifts.
21.2	Wheelchair Platform Stairlifts	Is the location clearly identified?	Locations to be confirmed in new design if required.
21.3	Wheelchair Platform Stairlifts	Is the wheelchair platform stair lift designed and available for independent use? Or is management supervision readily available?	Until design proposals are produced which definitely incorporate wheelchair platform stairlifts, it is impossible to provide informed comment.
21.4	Wheelchair Platform Stairlifts	Are there clear instructions for use?	Until design proposals are produced which definitely incorporate wheelchair platform stairlifts, it is impossible to provide informed comment.
21.5	Wheelchair Platform Stairlifts	Is the platform adequately guarded or enclosed when in motion?	Until design proposals are produced which definitely incorporate wheelchair platform stairlifts, it is impossible to provide informed comment.

21.6	Wheelchair Platform Stairlifts	Are the platform dimensions suitable?	All new designs to conform to requirements.
21.7	Wheelchair Platform Stairlifts	Does the platform fold away neatly when not in use?	New design to ensure compliance.
21.8	Wheelchair Platform Stairlifts	Is there clear space at top and bottom landings for approach and exit?	New design to ensure compliance.
21.9	Wheelchair Platform Stairlifts	Does the wheelchair platform stair lift compromise an emergency exit route?	New design to ensure compliance.
21.10	Wheelchair Platform Stairlifts	General observations	Until design proposals are produced which definitely incorporate wheelchair platform stairlifts, it is impossible to provide informed comment.
22	WCs		
22.1	WCs	Is the sanitary accommodation clearly identified?	Existing sanitary provision redundant and wholesale replacement with new is required.
22.2	WCs	Is the sanitary accommodation in an accessible location?	New design to ensure compliance.
22.3	WCs (separate sex)	Is the lobby of sufficient size for easy access and are the doors light enough to open easily?	New design to ensure compliance.
22.4	WCs (separate sex)	Are the floors slip resistant throughout?	New design to ensure compliance.
22.5	WCs (separate sex)	Do the surfaces and fixtures provide effective visual contrast?	New design to ensure compliance.
22.6	WCs (separate sex)	Are the cubicle door locks easy to operate?	New design to ensure compliance.

22.7	WCs (separate sex)	Are the wash basins at a suitable height and are the taps easy to operate?	New design to ensure compliance.
22.8	WCs (separate sex)	Are the water temperature and heat emitters limited to a safe temperature?	New design to ensure compliance.
22.9	WCs (separate sex)	In a male WC, is a low level urinal provided?	New design to ensure compliance.
22.10	WCs (ambulant)	Is provision made in separate-sex facilities for ambulant disabled people?	New design to ensure compliance.
22.11	WCs (ambulant)	Are the cubicles of suitable size?	New design to ensure compliance.
22.12	WCs (ambulant)	Is the door arrangement suitable?	New design to ensure compliance.
22.13	WCs (ambulant)	Are handrails provided to both sides of WC pan?	New design to ensure compliance.
22.14	WCs (unisex corner)	Is the provision of unisex accessible WC facilities adequate and in a suitable and clearly identified location?	New design to ensure compliance.
22.15	WCs (unisex corner)	Is the travel distance to the accessible WC facility acceptable?	New design to ensure compliance.
22.16	WCs (unisex corner)	If more than one accessible WC is provided, are the layouts handed (a left sided approach and a right sided approach)?	New design to ensure compliance.
22.17	WCs (unisex corner)	Is the compartment large enough to allow manoeuvring into position for frontal, lateral, angled and backward transfer?	New design to ensure compliance.
22.18	WCs (unisex corner)	Is the manoeuvring area free from obstruction?	New design to ensure compliance.

22.19	WCs (unisex corner)	<p>Are the hand washing and drying facilities within easy reach of someone seated on WC?</p> <p>Are the taps easy to operate and temperature controlled?</p>	<p>New design to ensure compliance.</p> <p>New design to ensure compliance.</p>
22.20	WCs (unisex corner)	Is the overall provision and position of sanitary ware and accessories suitable?	New design to ensure compliance.
22.22	WCs (unisex corner)	<p>Is sufficient space available outside the toilet compartment for manoeuvre and door opening?</p> <p>Is the door width adequate?</p> <p>Are the door controls, lock and light switch easily reached and operated?</p>	<p>New design to ensure compliance.</p> <p>New design to ensure compliance.</p> <p>New design to ensure compliance.</p>
22.23	WCs	Is an assistance alarm provided, complete with cord, reset button and visual and audible alarm?	New design to ensure compliance.
22.24	WCs	Contrasting rails and fittings?	New design to ensure compliance.
22.25	WCs	General observations	Entirely new design required to reflect new uses and layout of the building with accessible facilities provided as relevant standards require.

23	Seating		
23.1	Seating	Are seats provided at intervals along long routes or where waiting is likely?	No - see 23.5
23.2	Seating	Are seats stable, with arm rests and provided in a range of heights?	No - see 23.5
23.3	Seating	Within waiting areas: Is there a space for a wheelchair user to pull up alongside a seated companion? Is there a space for an assistance dog to rest?	No - see 23.5 No - see 23.5
23.4	Seating	Is there adequate visual contrast between seats and background surfaces?	No - see 23.5
23.5	Seating	General observations	New design proposals are required - seating provision where required will at least meet relevant standards in place at the time.
24	Counters & Service Desks		
24.1	Counters & Service Desks	Counter height to suit seated and standing users?	To be included in new design scheme.
24.2	Counters & Service Desks	Is there sufficient space to manoeuvre on both sides of the counter?	To be included in new design scheme.

24.3	Counters & Service Desks	Is there provision on both sides for wheelchair users?	To be included in new design scheme.
24.4	Counters & Service Desks	Is there sufficient space to write or sign documents on the counter?	To be included in new design scheme.
24.5	Counters & Service Desks	Are the counter surface and edges well detailed with effective visual contrast?	To be included in new design scheme.
24.6	Counters & Service Desks	Is there adequate lighting to both sides of the counter and is the counter positioned to avoid silhouetting?	To be included in new design scheme.
24.7	Counters & Service Desks	Is an induction loop and speech enhancement system provided? Is it clearly signed?	To be included in new design scheme.
24.8	Counters & Service Desks	General observations	New design scheme will ensure that all counters and service desks fulfil the requirements of the relevant standards in place at the time.
25	Telephones		
25.1	Telephones	Are telephones located where there is minimal background noise?	To be included in new design scheme.

25.2	Telephones	Is a telephone available at a height that allows easy use by wheelchair users?	New design to ensure compliance.
		Can the telephone also be used by standing users?	To be included within new design proposals.
		Is there an adjacent seat provided?	New design to ensure compliance.
25.3	Telephones	Are clearly written instructions provided?	New design to ensure compliance.
25.4	Telephones	Is there an integral inductive coupler and is it clearly signed?	New design to ensure compliance.
25.5	Telephones	Are textphone facilities available?	New design to incorporate most appropriate technology - Relay UK is current operating system.
25.6	Telephones	General observations	Telephones and other communication methods to be incorporated into new scheme, but hard to confirm further until detailed design scheme has been agreed.
26	Wayfinding, Information & Signs		
26.1	Wayfinding, Information & Signs	Is the overall layout of the building reasonably clear and logical?	To be included within new design proposals.
26.2	Wayfinding, Information & Signs	Is there an audible public address system supplemented by visual information?	To be included within new design proposals.
26.3	Wayfinding, Information & Signs	Are tactile maps or models provided?	To be included within new design proposals.

26.4	Wayfinding, Information & Signs	Are written guides and information well designed and supplemented with audio description and BSL-interpreted guides?	To be included within new design proposals.
26.5	Wayfinding, Information & Signs	Are specific textural systems of way finding explained at a central information point?	To be included within new design proposals.
26.6	Wayfinding, Information & Signs	Are signs in a logical position, at an appropriate height and are not obstructed?	To be included within new design proposals.
26.7	Wayfinding, Information & Signs	Are signs easily identifiable against their background?	To be included within new design proposals.
26.8	Wayfinding, Information & Signs	Is there adequate visual contrast between text and signboard, likewise between signboard and background surfaces?	To be included within new design proposals.
26.9	Wayfinding, Information & Signs	Is the text style suitable?	To be included within new design proposals.
26.10	Wayfinding, Information & Signs	Are symbols used to supplement the text?	To be included within new design proposals.
26.11	Wayfinding, Information & Signs	Is the use of arrows consistent?	To be included within new design proposals.
26.12	Wayfinding, Information & Signs	Are signs well lit and do signboards minimise surface glare and reflection?	To be included within new design proposals.
26.13	Wayfinding, Information & Signs	Are tactile signs used where appropriate and positioned at a suitable height?	To be included within new design proposals.
26.14	Wayfinding, Information & Signs	General observations	Wholly new scheme will be required to reflect new detailed design proposals.

27	Alarms, switches & Controls		
27.1	Alarms, switches & Controls	Are audible alarms supplemented by visual alarms? Are pagers used?	To be included within new design proposals. To be included within new design proposals.
27.2	Alarms, switches & Controls	Is the use of alarms an integral part of the emergency evacuation strategy? See also Section 31 - Means of Escape	To be included within new design proposals.
27.3	Alarms, switches & Controls	Are switches, controls and sockets suitably positioned and designed for ease of use?	To be included within new design proposals.
27.4	Alarms, switches & Controls	Is there effective colour and tonal contrast with background surface?	To be included within new design proposals.
27.5	Alarms, switches & Controls	Is there clear indication of 'on' and 'off' positions?	To be included within new design proposals.
27.6	Alarms, switches & Controls	Is there appropriate use of tactile buttons and controls?	To be included within new design proposals.
28	Lighting		
28.1	Lighting	Is lighting designed to meet a wide range of users' needs?	A new lighting scheme is required to be designed in accordance with redevelopment proposals.

28.2	Lighting	Is the level of lighting sufficient for the intended use and/or is PIR activated booster lighting available?	A new lighting scheme is required to be designed in accordance with redevelopment proposals.
28.3	Lighting	Can building users control and adjust natural lighting and artificial lighting?	A new lighting scheme is required to be designed in accordance with redevelopment proposals.
28.4	Lighting	Are stairs, other changes in level and potential hazards well lit?	A new lighting scheme is required to be designed in accordance with redevelopment proposals.
28.5	Lighting	Are lights positioned where they do not cause glare, reflection, confusing shadows or pools of light and dark?	A new lighting scheme is required to be designed in accordance with redevelopment proposals.
28.6	Lighting	Is fluorescent lighting installed only where it is unlikely to cause inconvenience to people with hearing impairments? Is artificial lighting compatible with other electronic and radio frequency installations?	New design scheme for lighting should not include the use of fluorescent lighting - suitable alternatives are readily available. New design scheme will ensure compatibility.
28.7	Lighting	Does the lighting undermine the effectiveness of the visual contrast in colour schemes?	
28.8	Lighting	General observations	
29	Acoustics		
29.1	Accoustics	Is the acoustic environment suitable for its intended use?	The new design scheme will ensure compatibility.
29.2	Accoustics	Are background noise levels kept to a minimum?	New design scheme will ensure background noise levels are kept to a minimum.

29.3	Accoustics	Are areas where communication is important located away from sources of noise?	New design scheme will ensure areas for communication are suitably located within an appropriate environment.
29.4	Accoustics	Are quiet and noisy areas separated by a buffer zone?	To be incorporated into new design scheme.
29.5	Accoustics	Is there a good balance between hard and soft surfaces?	New design scheme will ensure that a balance is achieved.
29.6	Accoustics	Is the environment free of unnecessarily obtrusive noise - for example from heating or air conditioning units?	New design scheme will eliminate unnecessarily obtrusive noise. HVAC system design will be designed to suit operation of the building with plant/units away from occupied areas.
29.7	Accoustics	Are the main power supply cables routed away from public spaces to avoid interference to hearing aid users?	New design scheme will ensure compatibility.
29.8	Accoustics	Is the potential for interference from electronic equipment on hearing aids minimised?	New design scheme will ensure compatibility.
29.9	Accoustics	Is a hearing enhancement system provided? Is the system suitable for the location and intended use?	To be included in new design scheme. To be included within new design.
29.10	Accoustics	Is the risk of overlap minimised wherever induction loops are fitted?	Ensure that risk of overlap is eliminated as practical - confirm available technology.
29.11	Accoustics	Where headsets, transmitter or receiver units are required, is the equipment readily available? Are there sufficient units available for likely demand?	Include in design - also include sanitisation facilities. Confirm requirement - incorporate within design provision.

29.12	Accoustics	Is the appropriate internationally recognised symbol used to indicate the type of equipment available and is signage clearly displayed?	New design scheme will ensure symbol is present.
29.13	Accoustics	General observations	Detailed acoustic design cannot be determined until such time as a worked up design scheme for the reuse of the building as a whole has been provided.
30	Building Management		
30.1	Building Management	Are designated car parking spaces kept clear of obstructions? Are designated spaces being used by disabled drivers only?	Management processes to be planned and determined prior to the re-opening/occupation of the building. No useful comment can presently be offered.
30.2	Building Management	Are bicycles being stored clear of access routes and are not chained to handrails of steps or ramps?	Management processes to be planned and determined prior to the re-opening/occupation of the building. No useful comment can presently be offered.
30.3	Building Management	Are external routes, including steps and ramps kept clean, unobstructed and free of surface water, algae growth, snow and ice?	Management processes to be planned and determined prior to the re-opening/occupation of the building. No useful comment can presently be offered.
30.4	Building Management	Are vegetation and planting kept trimmed to avoid overhanging access routes and/or obscuring signage and the spread of light?	Management processes to be planned and determined prior to the re-opening/occupation of the building. No useful comment can presently be offered.

30.5	Building Management	<p>Are door closers and ironmongery maintained?</p> <p>Are side-hung doors accompanying revolving doors kept unlocked.</p>	<p>Management processes to be planned and determined prior to the re-opening/occupation of the building. No useful comment can presently be offered.</p>
30.6	Building Management	<p>Within horizontal circulation space required for wheelchair manoeuvre - ensure not obstructed by furniture, deliveries, storage and so on.</p>	<p>Management processes to be planned and determined prior to the re-opening/occupation of the building. No useful comment can presently be offered.</p>
30.7	Building Management	<p>Within vertical areas are the lifts, platform lifts and wheelchair platform stairlifts checked regularly for proper functioning?</p>	<p>Management processes to be planned and determined prior to the re-opening/occupation of the building. No useful comment can presently be offered.</p>
30.8	Building Management	<p>WCs should not be used as unofficial storage areas.</p> <p>WCs should be:</p> <p>Kept well stocked with loo roll, hand towels and soap</p> <p>Kept clean.</p> <p>Waste bin should not be placed within the transfer area.</p> <p>The transfer space should not be used as a storage area.</p> <p>The assistance alarm cord should be hanging free and be available for use.</p>	<p>Management processes to be planned and determined prior to the re-opening/occupation of the building. No useful comment can presently be offered.</p>

30.9	Building Management	<p>Care should be taken to ensure that new signs integrate with the existing signage system.</p> <p>Signs should be replaced correctly when removed for redecoration.</p> <p>Temporary signs should be removed when no longer required.</p> <p>Maps and models should be updated when necessary.</p>	<p>Management processes to be planned and determined prior to the re-opening/occupation of the building. No useful comment can presently be offered.</p>
30.10	Building Management	<p>Where hearing enhancement systems are present, regular checks should be made to ensure that the equipment is fully operational and effective.</p> <p>Care should be taken to ensure that staff are trained in the operation of the equipment.</p>	<p>Management processes to be planned and determined prior to the re-opening/occupation of the building. No useful comment can presently be offered.</p>
30.11	Building Management	<p>Are regular checks made of the emergency evacuation alarm?</p> <p>Are regular checks made of the WC alarm?</p> <p>Are staff fully trained in response procedures?</p>	<p>Management processes to be planned and determined prior to the re-opening/occupation of the building. No useful comment can presently be offered.</p> <p>Record of testing and training should be kept and be available onsite as per statutory requirements.</p>

30.12	Building Management	<p>Cleaning and polishing should not render anti slip surfaces slippery.</p> <p>The junctions between different flooring materials should not be allowed to become worn, presenting a trip hazard.</p> <p>Care should be taken when flooring is replaced to ensure that replacement is like for like.</p> <p>Redecoration should not compromise any carefully designed colour schemes.</p>	<p>Management processes to be planned and determined prior to the re-opening/occupation of the building. No useful comment can presently be offered.</p>
30.13	Building Management	<p>Windows, lamps and blinds should be kept clean to maximise the available light.</p> <p>All blown bulbs should be replaced promptly.</p>	<p>Management processes to be planned and determined prior to the re-opening/occupation of the building. No useful comment can presently be offered.</p>
30.14	Building Management	<p>Information should be readily available on the accessibility of the building.</p> <p>Information should be readily available on the equipment available.</p> <p>Information should be readily available on the assistance available.</p> <p>Information should be readily available on the nearest accessible car parking and accessible WCs if available.</p>	<p>All to be included within building management processes.</p>
30.15	Building Management	<p>Building management procedures and policies should be regularly reviewed and updated.</p>	<p>Record updates and implement - record outcomes and include date for review.</p>

30.16	Building Management	An access and inclusion action plan should be put in place to carry forward information and recommendations from this access and inclusion audit.	Record updates and implement - record outcomes and include date for review.
30.17	Building Management	Are exit routes checked regularly for freedom from obstacles (including locked doors) and combustible materials?	Management processes to be planned and determined prior to the re-opening/occupation of the building. Once in place, record testing/inspection and/or staff training - review outcomes.
30.18	Building Management	Are alarm systems, including those in WCs regularly checked?	Management processes to be planned and determined prior to the re-opening/occupation of the building. Once in place, record testing/inspection and/or staff training - review outcomes.
30.19	Building Management	Are new staff trained in alarm response procedures?	Management processes to be planned and determined prior to the re-opening/occupation of the building. Once in place, record testing/inspection and/or staff training - review outcomes.
30.20	Building Management	Is there an overall escape strategy for visitors who may need assistance?	Include within building management procedures.
30.21	Building Management	Is there a Personal Emergency Egress Plan (PEEP) available for each member of staff who may need assistance?	To be completed and included within building management plans. PEEP to be reviewed at relevant times such as if layout/arrangement is altered. New joiners to complete PEEP where required.
30.22	Building Management	Are both general escape strategy and PEEPs checked regularly for efficiency and effectiveness?	Management processes to be planned and determined prior to the re-opening/occupation of the building. Once in place, record testing/inspection and/or staff training - review outcomes.
30.23	Building Management	General observations	

31	Means of Escape		
31.1	Means of Escape	Are ground floor exit routes as accessible to all, including wheelchair users, as entrance routes?	To be included within new design proposals once escape routes have been identified.
31.2	Means of Escape	Is vertical escape from upper or lower floors possible using a fire protected lift with an independent power supply?	New lift will be required - design may look to incorporate fire protected lift with an independent power supply.
31.3	Means of Escape	If disabled people cannot completely evacuate the building, can they reach places of safety or refuges?	New design will determine requirement.
31.4	Means of Escape	Are audible alarms supplemented by visual alarms? Are vibrating pagers used? Mattress pads or pillows in bedroom accommodation?	Review technology available - incorporate into new design as required. Review technology available - incorporate into new design as required. Review technology available - incorporate into new design as required.
31.5	Means of Escape	See also Section 30 - Building Management.	
31.6	Means of Escape	General observations	Means of escape cannot be determined until worked up design for the reuse of the building is available. Consider all reasonable routes and whether equipment is required. Consider

32	Information		
32.1	Information	<p>Is information readily available in a range of formats including:</p> <p>Clear print?</p> <p>Large print?</p> <p>Braille?</p> <p>Telephone services?</p> <p>Audio recording?</p> <p>Digital?</p>	<p>New design for the reuse of the building should incorporate most appropriate media including relevant formatting for the distribution of information to all users of the building. Use of face to face communication such as Microsoft Teams etc.</p>
32.2	Information	Is the information readily available?	Information should be readily available to all users.

32.3	Information	<p>Does printed material follow clear print guidelines, including:</p> <p>A suitable font size and style?</p> <p>Effective contrast between text and background?</p> <p>A suitable line length and spacing?</p> <p>A suitable word spacing and paragraph alignment?</p> <p>An avoidance of decorative text, text written at an angle or in curved lines?</p>	<p>New design for the reuse of the building should incorporate most appropriate media including relevant formatting/layout for the distribution of information to all users of the building.</p>
32.4	Information	<p>Are the design and layout simple and uncluttered?</p>	<p>New design for the reuse of the building should incorporate most appropriate media including relevant formatting/layout for the distribution of information to all users of the building.</p>
32.5	Information	<p>Are headings, photos, illustrations and text clearly differentiated?</p>	<p>New design for the reuse of the building should incorporate most appropriate media including relevant formatting/layout for the distribution of information to all users of the building.</p>
32.6	Information	<p>Are photos and illustrations suitably sized?</p>	<p>New design for the reuse of the building should incorporate most appropriate media including relevant formatting/layout for the distribution of information to all users of the building.</p>

32.7	Information	Do large print documents follow best practice guidelines, including: A suitable font style and size? Effective contrast between text and background?	New design for the reuse of the building should incorporate most appropriate media including relevant formatting/layout for the distribution of information to all users of the building.
32.8	Information	Can documents be readily produced in a font size to meet individual customer need?	New design for the reuse of the building should incorporate most appropriate media including relevant formatting/layout for the distribution of information to all users of the building.
32.9	Information	Are large print documents as close as possible in format to the standard print documents?	New design for the reuse of the building should incorporate most appropriate media including relevant formatting/layout for the distribution of information to all users of the building.
32.10	Information	Is Braille information professionally produced to RNIB guidelines?	Ensure that RNIB guidelines are followed in the production of braille information.
32.11	Information	If any information which is not available in Braille, such as a complex and frequently updated catalogue, is an alternative method available, for instance a telephone information service?	Consider best options to be included within building management procedures.
32.12	Information	Are contact telephone and textphone numbers clearly advertised and staffed?	Information should be readily available and included within building management procedures.
32.13	Information	Are textphone operators trained in the use of the equipment?	To be included as part of training and management procedures as yet to be determined.
32.14	Information	Are telephone operators familiar with the Relay UK service?	To be included as part of training and management procedures as yet to be determined.

32.15	Information	<p>Do recordings follow best practice including:</p> <p>Is the speaker's voice clearly audible?</p> <p>Is the structure and location of information clearly communicated?</p> <p>Effective indexing of sections to enable easy navigation of tape?</p>	To be included as part of training and management procedures as yet to be determined.
32.16	Information	Can information be readily transferred digitally?	To be included as part of training and management procedures as yet to be determined.
32.17	Information	Is the digital document designed in a clear, simple manner?	Ensure that the digital document is designed in a clear, simple manner.
32.18	Information	Is the information available as a text file only?	Confirm how best to disseminate information and sources available.
32.19	Information	Can digital information be tailored to suit individual customer requirements, for example by saving information as a particular file type?	Confirm how best to disseminate information and sources available to individuals visiting the building.
32.20	Information	See also Section 33 - Websites.	
32.21	Information	General observations	New design proposals are required for the reuse of the building prior to the production of detailed proposals for the sharing of information, however the above guidelines should be followed when determining methods/protocols.

33	Websites		
33.1	Websites	<p>Has the website been designed in accordance with best practice guidelines, including:</p> <p>Is the website logically structured and easy to navigate?</p> <p>Is the language simple and clear?</p> <p>Is there effective tonal contrast between text, graphics and background?</p> <p>Is there a text alternative to audio and image files?</p> <p>Are unnecessary moving graphics avoided?</p> <p>Are video sequences captioned, or is a link provided to a transcript of the audio and video content?</p>	Updated guidance on website design is available at:
33.2	Websites	Does the design of the website offer the flexibility for individual users to adjust text and colour settings using their own browser?	See above
33.3	Websites	Is the web designer familiar with international guidelines on web accessibility?	See above
33.4	Websites	General observations	Professional input into website design will likely be required to ensure that all users can freely access content.

34	Communication Services		
34.1	Communication Services	Are staff aware of or given training in the diversity of communication needs?	To be included within staff training provision.
34.2	Communication Services	Are any staff trained and/or qualified to provide communication services?	Trained staff should be available to assist with communication services.
34.3	Communication Services	<p>Is there a procedure for arranging communication services, when required, including:</p> <p>British Sign Language (BSL)/English interpreters?</p> <p>Communication support workers?</p> <p>Deaf/blind interpreters and communicator guides?</p> <p>Lipspeakers?</p> <p>Notetakers?</p> <p>Electronic notetakers?</p> <p>Speech to text reporters?</p>	Confirm that procedures are in place to provide communication services as per the list adjoining.
34.4	Communication Services	Are communication services offered as an integral part of a programme of events, for example signed, audio described and captioned performances in a theatre?	To be included as integral to all events.

34.5	Communication Services	General observations	Strategy should reflect the above requirements but will require greater definition with reference to all round design proposals for the reuse of the building.