

LDF

September 2006

WIGAN LOCAL DEVELOPMENT FRAMEWORK



Access for All



Supplementary Planning Document



Environmental Services Department
Planning and Regeneration

LDF

WIGAN LOCAL DEVELOPMENT FRAMEWORK

Access for All

Supplementary Planning Document

September 2006

Environmental Services Department - Planning and Regeneration





To assist people with particular needs this SPD can be made available on request in larger print, braille and in a number of alternative languages.

Arabic

"بالإمكان توفير هذه المعلومات في اللغة العربية."

Cantonese

這些資料可提供中文譯本。

Farsi

این اطلاعات به زبان فارسی هم میتواند در دسترس شما قرار گیرد.

French

Disponible en francais sur
demande

Gujurati

આ માહિતી ગુજરાતીમાં મળી શકે છે.

Urdu

یہ معلومات اُردو میں بھی دستیاب ہو سکتی ہیں۔



Contents

PART	ONE	Introduction	1
		National Context	1
		Local Situation	1
		Creating an accessible environment	2
PART	TWO	Supplementary Planning Requirements	5
PART	THREE	Detailed Design Guidance	11
PART	FOUR	Design and Access Statements	53
		Introduction	53
		Design and Access Statement template	55
PART	FIVE	Sources of Information	61
		How to contact us	63
	APPENDIX A	Summary of Good Practice Points from the Office of the Deputy Prime Minister “ Planning and Access for Disabled People. A Good Practice Guide”	65

Adoption and Sustainability Appraisal

Wigan Council adopted the Supplementary Planning Document (SPD) Access for All on 21 September 2006.

A Sustainability Appraisal (SA) of the SPD was conducted to discover how it might influence the sustainability assessment made in 2003 of the relevant Unitary Development Plan policies and proposals. The conclusion was that the SPD was found to make the sustainability impact of the relevant UDP policies significantly more positive with no negative sustainability impacts found. A copy of the SA is available on request, and the impact of the SPD will be monitored in the future.



ONE

Introduction

National context

The Government is committed to achieving “thriving, inclusive and sustainable communities in all regions” (Mission Statement of the Office of the Deputy Prime Minister, 2003).

As a result of this commitment, and coming from a recommendation of the Disability Task Force, a good practice guide, “Planning and Access for Disabled People”, was prepared for the Office of the Deputy Prime Minister. Its objective was to ensure that the planning system in England delivers inclusive environments as an integral part of the development process. It contained nineteen good practice points which are contained in Appendix A. One of these (Good Practice Point 4) highlighted the need to develop and implement supplementary planning guidance on inclusive design and another (Good Practice Point 10) encouraged applicants to submit access statements with their applications.

In a consultation on changes to the development control system (Office of the Deputy Prime Minister March 2005) access is established as a fundamental planning issue. It acknowledged that access for all is currently addressed far too late in the development process when it is often difficult to make any significant alterations.

Building design and construction is governed by the Building Regulations. Part M of the

regulations sets minimum legal standards for access and use of buildings by all building users. BS 8300:2001 provides guidance in the design of buildings and their approaches so that they are convenient to use by disabled people. It formed the basis for major changes to Part M of the Building Regulations, which came into effect in May 2004. The aim of the new Part M is to foster a more inclusive approach to design to accommodate the needs of all people. It no longer refers to disabled people in its title. Satisfying some of the requirements of Part M can affect the size and design of the building and needs to be taken into account at the early design stage.

Nationally much publicity has been given to The Disability Discrimination Act. This makes it unlawful for those providing goods, facilities or services to discriminate against members of the public on the grounds of disability. If there are physical barriers preventing disabled people from using a service these may have to be removed, altered or a way found for people to avoid these barriers. This needs to be taken into account in the design of new buildings and the alteration or refurbishment of existing ones. Service providers should have a long term plan of any physical improvements that they can make to improve access into their premises.

Local situation

Wigan’s Unitary Development Plan (UDP) is the development plan for all of Wigan Borough and provides a framework to



encourage and stimulate appropriate new development, control the location and quality of development and safeguard environmental quality.

This Supplementary Planning Document (SPD) supports and supplements the council's main planning policies on access, **Policy AI** 'Accessibility' and **Policy AIC** 'Access for All', in the Replacement Wigan Unitary Development Plan. It is important that this document is read in conjunction with these policies. This SPD also supports further the following UDP policies:

AIS	Parking in New Development
EV3A	Design of New Development
EV3C	Design of Frontages to Shops and Commercial Premises
AID	Walking
CIA	Community Facilities
CIB	Open Space, Sport and Recreation Provision
CIE	Greenway Network

The following UDP policies are also relevant:

RID	The Design of New Residential Development and House Extensions
AIL	Taxis – New Development
AIR	Highway Access – New Development

This Supplementary Planning Document is a material consideration when making decisions on applications for planning permission. As a council we expect all new development and transport proposals to create an accessible

environment. All proposals for development are required through their design to promote an environment that is inclusive and accessible for all.

Creating an accessible environment

An accessible environment is one that is easily used, safe, predictable, well designed and can be used by all regardless of age, gender or disability. Everyone, but particularly people with disabilities, older people and families with young children, will benefit from intelligent, logical and accessible design of buildings and the built environment.

It is more cost effective to make the environment accessible to all at the start rather than to make adjustments later. Doing so will also result in a more attractive design. This is why consideration should be given to creating an accessible environment at the very earliest design stage.

The Access Design Chain is a logical way of thinking of movement from one place to another and if used at the design stage can help to create an accessible environment.

The links in the Access Design Chain relating to the external environment have been further developed into Supplementary Planning Requirements. Whilst, depending on the nature of the proposal, there may be additional design details needed to create an accessible environment, meeting the Supplementary Planning Requirements will provide a good basis upon which to start.

Approach

- Level or adequately ramped.
- Sufficient width and obstacle free.
- Firm, durable, slip resistant surface.
- Well lit and clearly identified
- Dropped kerbs with tactile surfaces.
- Contrasting colour on bollards and street furniture if provided.

Entrance

- Clear signing to the accessible entrance.
- Level or adequately ramped and stepped if necessary with appropriately designed handrails.
- Ramp gradients as shallow as possible.
- Level area in front of the door.
- Level threshold.
- Canopy at non-powered doors.
- Easy to open doors.
- Powered entrance doors are of benefit.
- Sufficiently wide door.
- Doors to have contrast.

Receptions

- Provide hearing enhancement systems and lowered wheelchair accessible counters.
- Should be easily identifiable.

Circulation

- Adequately wide corridors.
- Sufficiently wide doors.
- Clear, well lit signs.
- Colour contrast within the building.
- Corridors free of obstructions.

Parking

- Adequate number of spaces for both disabled members of staff and visitors.
- Suitably designed and marked spaces.
- Spaces as close as possible to all accessible entrances.
- Dropped kerbs onto a level obstruction free route to the accessible entrance.
- Appropriately located and signed dropping off point.

Lobbies

- Need to be of a size and shape to allow a wheelchair user to move clear of one door before opening the second door.
- Floor surface that does not impede movement, avoid matwells.

Levels

- Provide a lifting device and suitable stairs to all storeys above and below ground.
- Ramps for internal changes within a storey.
- Any raised areas to be accessible to everyone.

Facilities

- Adequate provision of wheelchair accessible unisex toilets.
- Provision of an enlarged cubicle in separate sex toilets.
- Where shower and changing facilities are included provide wheelchair accessible facilities.
- Provision of wheelchair accessible hotel bedrooms.
- Appropriately designed sockets and switches.





TWO

Supplementary Planning Requirements

The following shows the main requirements that your development or transport proposal will need to meet to show that the design creates an accessible environment. Proposals may need to meet additional requirements to these to adequately demonstrate that an accessible environment is being created.

Guidance on how to achieve these Supplementary Planning Requirements is given in the detailed design guidance in this document. Each requirement uses symbols representing the different sections of the detailed design guidance to indicate the parts most relevant to that requirement. There is also a section giving other further sources of information for guidance.

Design and Access Statements submitted with planning applications must contain sufficient information to clearly show that the relevant requirements of this section can be met.

Where it is not possible to meet these Supplementary Planning Requirements by following the design guidance contained in this document, or the guidance given in a document from the recognised sources list, the proposed alternative must be outlined in the Design and Access Statement. Further details on Design and Access Statements are given later in this document.

Supplementary Planning Requirements (SPRs)

SPR 1: Position and orientation



New buildings will be required to be designed, positioned and orientated within a site to achieve an accessible approach to the entrance.

The position of the building will affect where the vehicle and pedestrian entrance to the site will be. It is important to consider the number of buildings on a site. The position and orientation of each building is important as it may affect the design network of the access routes and pathways within the overall site. Each building should link to a network of accessible routes.

SPR 2: Approach



An accessible approach will be required to provide a safe, suitable means of access from the site boundary and car parks to the entrance of buildings.

This is important so that people, regardless of their age, gender or disability, can feel confident they will reach their destination safely. The approach takes the form of access routes and pathways. Achieving an accessible approach needs careful design from the beginning taking into account any differences in site levels and restrictions imposed by existing buildings and car parks. Steps or steep slopes are difficult for many people to negotiate.



SPR 3: Routes



Dropped kerbs and tactile paving will be required wherever pedestrians and wheelchair users need to cross a vehicular route to continue their journey.

Pedestrians need safe crossing points and for wheelchair users it is essential that these safe crossing points are level or flush. This is provided normally by dropped kerbs, or in some situations by raised road crossings. Tactile paving should be used in conjunction with these to provide warning and guidance to blind and partially sighted people. If the raised road crossing exceeds the width of the tactile paving a physical barrier or a 25mm upstand is required to provide blind and partially sighted pedestrians with vital orientation information.

SPR 4: Car parking at new developments



The minimum number of spaces for car parking provision for disabled people as shown in the Unitary Development Plan will be required in new developments. For larger developments where there is more than one building on site these should be distributed across the site. They will be required to be suitably designed, marked out and located as close as possible to all accessible entrances.

Cars are often the most practical means of travel for disabled people so it is important that designated parking spaces are provided.

SPR 5: Car parking at existing developments



Applications to alter or extend a property will be required to retain any existing car parking provision for disabled people and should wherever possible bring the provision to the standard described in Supplementary Planning Requirement 4. As car parking provision for disabled people is so important, altering or extending a property must not result in its loss. If the number of existing spaces is less than that required in the Unitary Development Plan for a similar new development, every opportunity should be taken to increase the number to that level.

SPR 6: Drop off points



In new developments drop off points will be required immediately adjacent to safe pedestrian routes and as close as possible to the main entrance.

These will benefit those people needing to be dropped off near to the entrance.

SPR 7: Entrances in new developments



In all new developments level entrances and thresholds will be required.

It is important to consider the location and orientation of any buildings in relation to the site entrance, any car parking on the site and the surrounding level of the land. These considerations can determine whether a level entrance can be achieved without the need for a ramp.



SPR 8: Entrances to existing buildings



Where an existing building is to be altered or extended and those alterations will affect the entrance, the design proposed must result in that entrance being level or adequately ramped and stepped if necessary.

Any ramp should have the lowest practical gradient as this makes it as easy as possible to use.

SPR 9: Ramped access



Any ramped access will be required to meet the standards laid down in **The Building Regulations 2000 Approved Document M 2004 Edition**.

This standard is the minimum acceptable to ensure that it can be used by the majority of people.

SPR10: Stepped access



Any stepped access will be required to meet the standards laid down in **The Building Regulations 2000 Approved Document M 2004 Edition**. A corduroy hazard warning surface will be required at the top and bottom of steps to indicate a change in level.

The corduroy surface is necessary to give those people who are blind or partially sighted advance warning of the change in level.

SPR 11: Shops and other buildings open to the public



All new shops and other buildings open to the public will be required to provide a level entrance and a sufficiently wide entrance door that can easily be distinguished in the façade. Any proposal to install a new front or carry out alterations to existing shops and other buildings open to the public should take every possible opportunity to improve access into and around the premises to the standards laid down in **The Building Regulations 2000 Approved Document M 2004 Edition**. New fronts will be required to incorporate an entrance door with a clear opening width of at least 1000 mm.

This is important to enable everyone to gain access to shopping, commercial, recreation and entertainment facilities.

SPR 12: Buildings of historic or architectural importance



Alterations and extensions to historic buildings that include entrances and the area immediately adjacent to them should take every possible opportunity to improve access into and around the premises to the standards laid down in **The Building Regulations 2000 Approved Document M 2004 Edition** whilst having regard to what makes that building special or significant.

In most cases, with imaginative design and financial commitment, access can be improved without compromising the special interest of



historic buildings. There are only rare cases when nothing can be done to improve or facilitate access.

SPR 13: Change of use



Where an application is submitted for a change of use and the building is or will be used by the public, any work to the premises should also take the opportunity to improve access into and around the building to the standards laid down in The Building Regulations 2000 Approved Document M 2004 Edition.

It is important when considering the suitability of a building and any changes that may be needed to it to think about how to improve access at the same time. It is far more cost effective to do so at this stage. This may involve improving pathways, providing disabled persons' car parking spaces or changing the location of the door so that a level or ramped access can be provided.

SPR 14: Urban and rural landscapes



All new park and outdoor leisure areas should create an accessible environment. All paths will be required to be obstruction free, level or at a shallow gradient (1 in 20 or shallower). The surfaces will be required to be firm and slip resistant whilst also fitting in with the surroundings. Pedestrians should have a separate entrance to any vehicles. If gates or barriers are needed to

discourage inappropriate use of an area they should be designed to allow all legitimate users through.

Proposals for parks and outdoor leisure areas must take into account at the early design stage any existing environmental barriers such as the natural layout of the land, steep slopes and natural vegetation, to enable the creation of an environment that is as accessible as possible.

SPR 15: Sports, recreation, leisure and cultural facilities



All sports, recreation, leisure and cultural facilities should be designed to create an accessible environment. New sports and recreation facilities should be located on sites that are well supported by public transport, walking and cycling links. They will be required to be designed to meet the standards laid out in 'Sport England' design guidance so all those who wish to can participate in sport and view sporting activities.

Sports, recreation, leisure and cultural facilities and recreational areas along with park and outdoor leisure areas all contribute to social inclusion and quality of life. It is important that everyone can enjoy and participate in activities at these facilities.

SPR 16: New residential development



In new residential development dwellings will be required to be designed,



positioned and orientated within a site to achieve an accessible approach and entrance to them. Accessible routes from them to the surrounding area should also be provided. Entrances should be level or ramped with the lowest possible gradient. Level thresholds will be required. Each dwelling should have a car parking space close to the entrance with an accessible route to it. Hard and soft landscaping should help users to find their way around the development.

Designing the external environment of new residential developments in this way ensures that new dwellings can be visited by all regardless of age, gender or disability. It offers opportunities for the internal design of a dwelling to accommodate any specific needs of its occupiers.

SPR17: Signs



Signs should be positioned externally to direct people from the site entrance to any car parking provision. The location of car parking spaces for disabled people should be signed appropriately. Signs should be provided to show accessible routes and entrances. Internally, signs should be consistent and provided from all entrances to facilities. The location of lifts should be clearly signed.

Wherever possible signs should be based on symbols rather than words, have non reflective surfaces and be adequately illuminated.

Designing the signs in this way makes them easier for partially sighted people to read. Adequate and logical provision of signs ensures

that everyone can reach their destination safely by the most direct route.

SPR 18: Additional storeys



Where an additional storey or mezzanine floor is proposed to an existing building adequate means of vertical access, appropriate to the use of that additional area, must be provided.

A passenger lift is the most suitable means of vertical access and should be provided wherever possible. However, if space constraints make it difficult to install one, other alternative lifting devices should be considered.

SPR 19: Automatic Teller Machines (ATMs)



The route to an ATM should be obstacle free. An adequately sized and level clear space should be provided in front of the ATM. Operating features should be within the reach of all potential users.

This is to ensure that these facilities are available for everyone to use.

SPR 20: Street furniture



Street furniture should be positioned beyond the boundary of the primary pedestrian route. It should be clearly visible and strike a contrast with the surrounding environment.

This is important so that blind and partially sighted people are able to move around the built environment as safely as possible.



THREE

Detailed Design Guidance



Approach



Car Parking



Entrances



Improving access to existing shops and other buildings open to the public



Improving access to buildings of historical or architectural importance



Access to the urban and rural landscape



Sports, recreation, leisure and cultural facilities



Automatic Teller Machines (ATM's)



Internal Circulation



Signs and Tactile Maps





Detailed design guidance on Approach



This should be read in conjunction with SPRs 1, 2, 3 & 20

The aim of an accessible approach is to provide a safe, suitable means of access from the site boundary and car parks to the entrance of buildings. The approach takes the form of access routes and pathways.

- Gradients within the approach should be as gentle as possible. As far as possible access should be level from the boundary of the site, and from any car parking spaces designated for disabled people, to the entrance. For an approach to be level the gradient can be no steeper than 1 in 60 along its whole length or if the gradient is flatter than 1 in 20 but steeper than 1 in 60 a level landing is required for every 500mm rise. Approaches between 1 in 12 and 1 in 20 must be designed as ramped approaches.
- Ideally a clear surface width of 2000mm provides enough space for all users, including two wheelchair users to pass in the opposite direction. A width of 1800mm can accommodate any amount of non vehicular traffic without the need for passing places. Where this is not possible due to constraints, a surface width of 1500mm may be acceptable, provided passing places with a surface width of at least 1800mm and a length

of 2000mm are provided within sight of each other and spaced at a distance no greater than 50m.

- The surface width should be free of obstructions to a height of 2100mm.
- The surface of the approach should be firm, durable and slip resistant. Surfaces such as cobbles, bare earth, sand and loose gravel or stone should be avoided. Gullies should be positioned beyond the boundary of the main pedestrian route wherever possible.
- Routes should be clearly distinguished using texture and colour. The edges of the route for pedestrians should be clearly defined to provide vital orientation information for blind and partially sighted people.



- The route to the principal entrance should be clearly identified and well lit. Signposts should be used to direct people to all buildings within a site.
- Street furniture should be positioned



beyond the boundary of the primary pedestrian route. All street furniture should be clearly visible and strike a contrast with the surrounding environment. For practical reasons if street furniture has to be placed within primary pedestrian routes a clear width of 1500mm should be maintained between the item of furniture and the edge of the route. Free standing posts should contrast with the surrounding background and should have a colour contrast band (150mm deep) at a height of 1500mm above the ground.

between bollards. Bollards should not be linked with chains. They should contrast with the surrounding environment.

Dropped Kerbs and Tactile Paving

Pedestrians require safe crossing points on approaches and for wheelchair users it is essential that these safe crossing points are level or flush. This is provided normally by dropped kerbs, or in some situations by raised road crossings. Tactile paving should be used in conjunction with these to provide warning and guidance to blind and partially sighted people. If the raised road crossing exceeds the width of the tactile paving a physical barrier or a 25mm upstand is required to provide blind and partially sighted pedestrians with vital orientation information. The use of blister paving as a warning device at controlled and uncontrolled pedestrian crossing points is now well established. It provides a warning to blind and partially sighted people who would otherwise, in the absence of a kerb upstand at the crossing point, find it difficult to differentiate between where the footway ends and the carriageway begins.



- Free standing advertising such as “A” boards should never be used on pedestrian routes.
- Bollards should be at least 1000mm high and have a band across the top of the bollard that contrasts in colour with the bollard and background. Where a bollard is on the highway the band should be white. A clear space of 1200mm should be maintained in
- Dropped kerbs and tactile paving should be used at all controlled and uncontrolled crossing points. It is important that dropped kerbs and tactile paving are provided at all places where pedestrians and wheelchair users need to be able to cross a vehicular route to continue their journey along a pavement, such as at side roads, service



roads, access points to car parks etc.

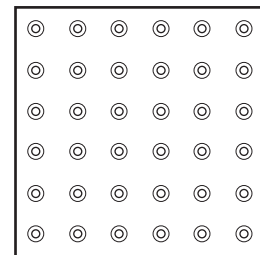
- The red blister surface should be used at controlled crossings only. At uncontrolled crossings the blister surface should be buff colour.



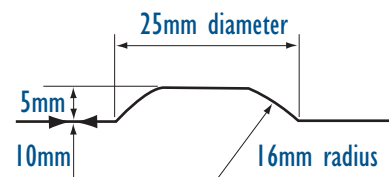
- On longer access routes dropped kerbs and tactile paving should be provided every 100m where possible, to enable wheelchair users to cross roads and reduce the length of journey time.
- Specific guidance on this is given in DETR “Guidance on the use of Tactile Paving Surfaces” and Department of Transport “Inclusive Mobility” A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure. Each type

of tactile paving surface should be exclusively reserved for its intended use and consistently installed in accordance with this guidance. This is very important to ensure that conflicting and confusing information is not conveyed.

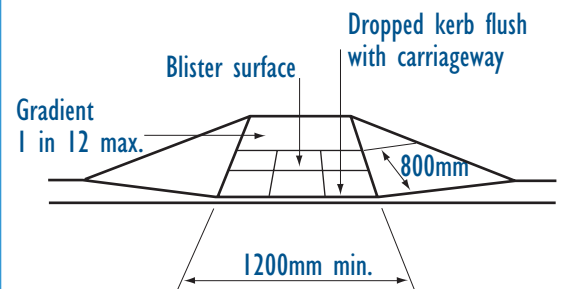
Tactile paving and an example of its use at an uncontrolled crossing



Blister surface
(with 36 domes)



Dome profile



Dropped kerb at an uncontrolled crossing





Detailed design guidance on Car Parking



This should be read in conjunction with SPRs 4,5, & 6

Cars are often the most practical means of travel for disabled people and therefore it is important that parking spaces designated for their use are provided. The driver of the vehicle (alone or accompanied) or a passenger may be disabled. Wheelchair users will need to be able to open the rear or side doors of the vehicle fully in order to get their wheelchairs out and to transfer to them. In some cases a disabled person may need to drive a powered wheelchair or scooter into the vehicle. It is for these reasons that the spaces need to be designed and laid out as explained later in this guidance.

- It is essential to consider the location and use of the building the car parking spaces will be serving.
- Car parking spaces designated for disabled people must be clearly sign posted from the site entrance.

The table opposite, taken from the Wigan Unitary Development Plan, shows the minimum standards for car parking provision for disabled people at new developments. This should be provided in addition to general car parking provision.

- It is also important to ensure each disabled member of staff is allocated a

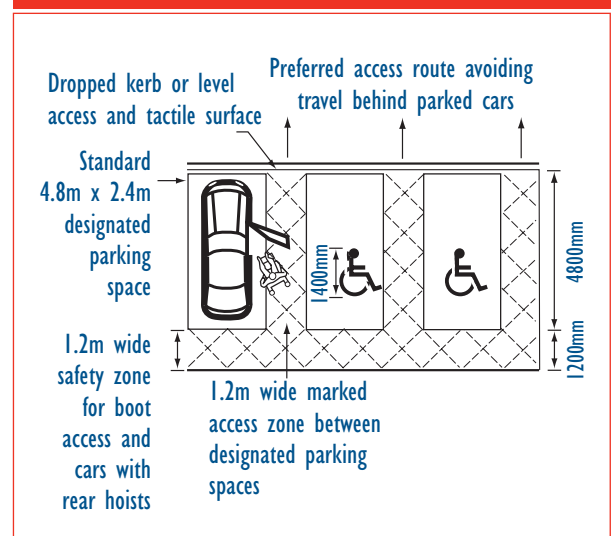
Total number of car parking spaces allowable under the maximum standard for car parking provision (notwithstanding whether the full provision is being made)	Minimum standard for car parking provision for disabled people
Up to 4 spaces	1 space
5-12 spaces	2 spaces
13-50 spaces	3 spaces
51-200 spaces	6% of total capacity
Over 200 spaces	4 spaces plus 4% of total capacity

car parking space designated for disabled people as well as the parking provision stated in the table above.

- Car parking spaces designated for disabled staff should be positioned as close as possible to the entrance they use. Car parking spaces designated for disabled visitors should be allocated as close as possible (no more than 50m) to the main entrance of the building.

The design and layout of the spaces should be laid out as follows:

Design and layout of the spaces



- It is important when providing parking spaces designated for disabled people



that the dimensions are 4800mm by 2400mm with a 1200mm wide access zone provided between designated parking spaces and between the designated parking spaces and a roadway to enable a disabled driver or passenger to get in or out of a vehicle.

- The surface of each parking space should be firm, smooth, durable, slip resistant and level to allow a safe transfer from the parking bay to the access routes and entrances of the buildings. Tarmacadem is a suitable surface. To achieve this, the diagram on page 17 shows how dropped kerbs and tactile paving will enable a wheelchair user and companion to gain easy access from the access zone to a safe pedestrian access route. Please see Detailed Design Guidance on **'Approach'** for more information on dropped kerbs and tactile paving.
- Wheelchair users should not have to travel along the vehicular route, in front of parked cars or in the flow of moving traffic in car parks. There should be adequate pedestrian routes throughout the car park.
- Bollards or signposts should not be placed directly in front of the side access zone, as this will obstruct users from gaining access to a safe pedestrian route.
- If ticket machines are required they should be placed in accessible areas throughout the car park. Where ticket machines are intended for use by disabled people, they should be located adjacent to the car parking spaces designated for disabled people. The height above ground of the controls for

these ticket dispensers should be at least 750mm and not more than 1200mm.

- An unobstructed space of at least 1850mm x 2100mm should be provided directly in front of the machine. If a plinth is necessary it should not project in front of the face of the machine in a way that prevents its convenient use.
- Dropped kerbs should be placed throughout the car park to provide safe pedestrian routes for all.
- Parent and child spaces are beneficial, however first priority should be given to spaces designated for disabled people.
- Drop off points should be provided for car parks that serve public facilities.
- Drop off points should be situated immediately adjacent to safe pedestrian routes and as close as possible (no more than 50 metres) to the main entrance of the building. The route to the main entrance should be under cover where possible.
- A level surface should be provided along the side of the drop off point and dropped kerbs should be provided to accessible pathways. See Detailed Design Guidance on **'Approach'**.





Detailed design guidance on Entrances



This should be read in conjunction with SPRs 7, 8, 9 & 10

The aim of an accessible entrance is for it to be designed to eliminate the need for a ramp and thus for it to be level. Where this is not possible the ramp should have the lowest practical gradient.

- For the entrance to be level the gradient can be no steeper than 1 in 60 along its whole length or if the gradient is flatter than 1 in 20 but steeper than 1 in 60 a level landing is required for every 500mm rise.
- If the gradient is between 1 in 12 and 1 in 20 the design must be a ramped access. It is beneficial to have steps as well as a ramp. Some ambulant disabled people will find it easier to negotiate steps than a ramp.
- The benefits of achieving an entrance with a gradient flatter than 1 in 20 are:
 - It will not affect the visual appearance of the building and will fit in aesthetically with the surrounding environment.
 - It is easy for everyone to use regardless of their age, gender or disability.



Ramped Access

- A ramp should be easy to notice from the approach to the building or clearly signposted.
- The gradient of a ramp flight and its going should comply with the diagrams below.

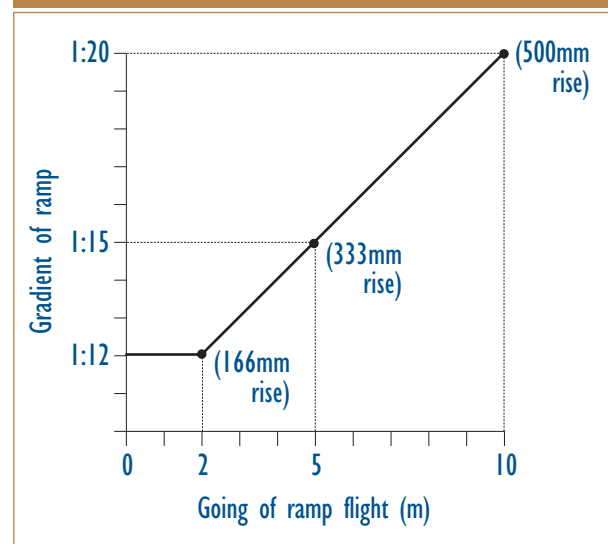
Limits for ramp gradients

Going of a flight	Maximum gradient	Maximum rise
10m	1:20	500mm
5m	1:15	333mm
2m	1:12	166mm

Notes:

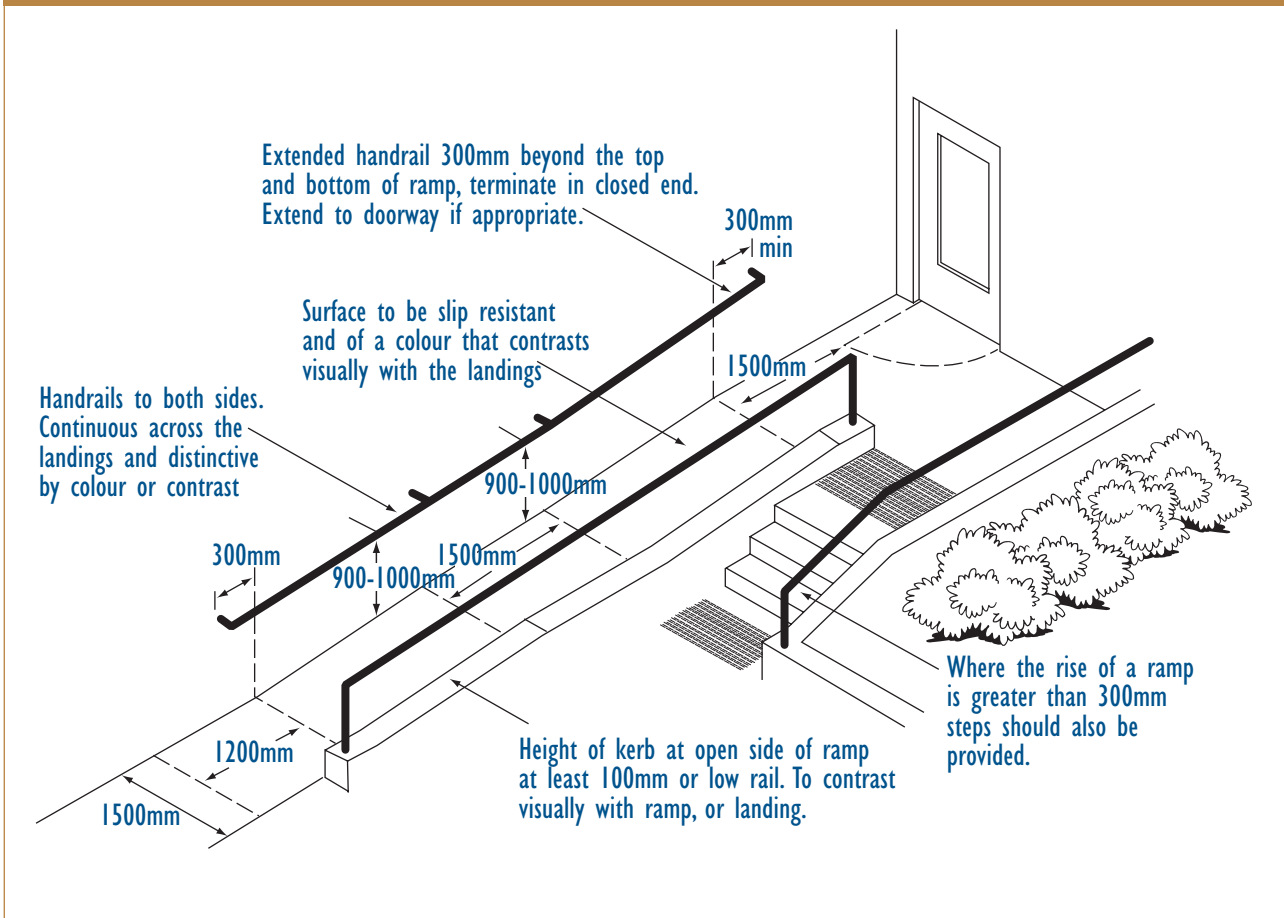
For goings between 2m and 10m, it is acceptable to interpolate between the maximum gradients, i.e. 1:14 for a 4m going or 1:19 for a 9m going.

Relationship of ramp gradient to the going of a flight





Ramped Access



- The going of any individual flight of a ramp cannot be more than 10m or have a rise of more than 500mm. If the rise is between 500mm and 2000mm a series of ramps and intermediate landings will be needed. In the event of the total rise exceeding 2.0m, an alternative means of access for wheelchairs must be provided eg. a lifting device.
- Intermediate landings must be at least 1800mm by 1800mm to act as passing places when wheelchair users cannot see the opposite end of ramps and where a ramp has three or more flights.
- Where the rise of the ramp exceeds 300mm, stepped access will also be required.

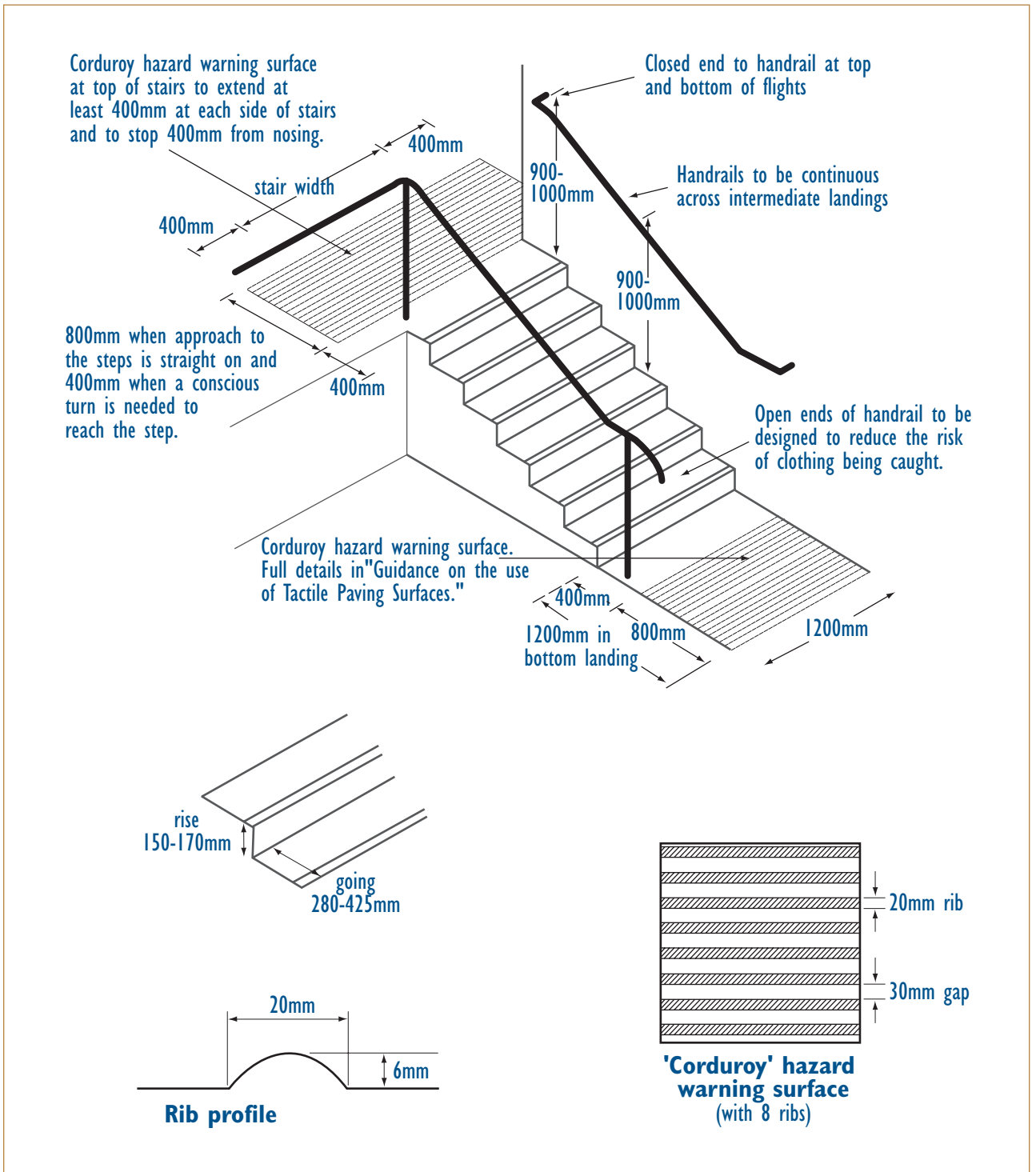




Stepped access

- The width of the flight should not be less than 1200mm. A level landing, with an unobstructed length of not less than 1200mm, should be provided at the top and bottom of each flight.
- A corduroy hazard warning surface should be provided at the top and bottom landings of a single flight or at the top and bottom landings of each flight in a series of flights to give advance warning of a change in level.

Stepped Access - key dimensions and use of hazard warning surface





- The rise of each step should be between 150mm and 170mm. The going of each step should be between 280mm and 425mm. The rise and going of each step should be consistent throughout the flight.
- All nosings should be made apparent by means of a permanently contrasting material.

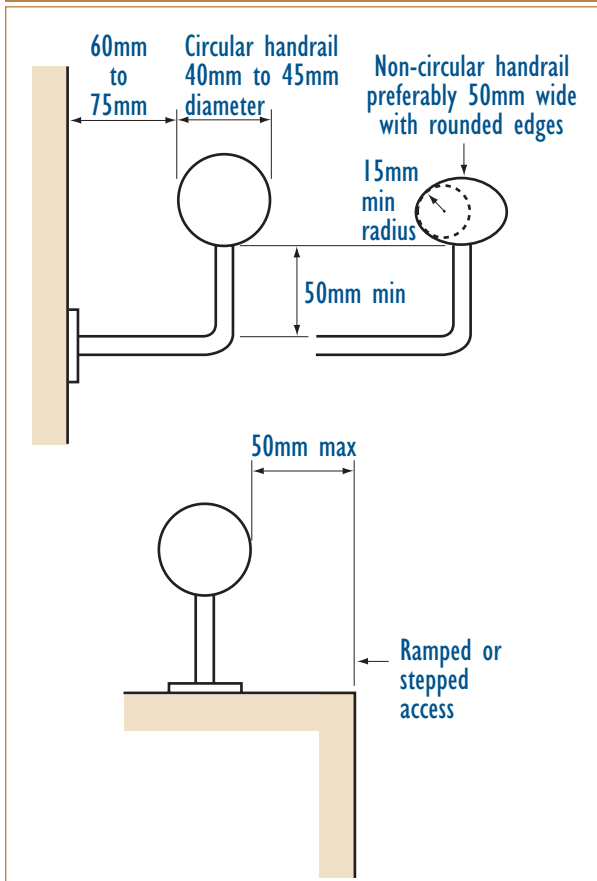


- A handrail should be provided to help people to negotiate the changes in level. The handrail should provide good support and not be cold to the touch.

Entrance Doors

- External doors to buildings used by the general public should have a clear opening width of 1000mm.
- The area immediately in front of an accessible entrance door must be at least 1500mm by 1500mm, level and have a surface which does not impede wheelchairs.
- Automatic doors, either manually controlled or automatically operated by sensors allow easy access to all users and their installation should be encouraged wherever possible. Revolving doors are not considered to be accessible and should not normally be used.

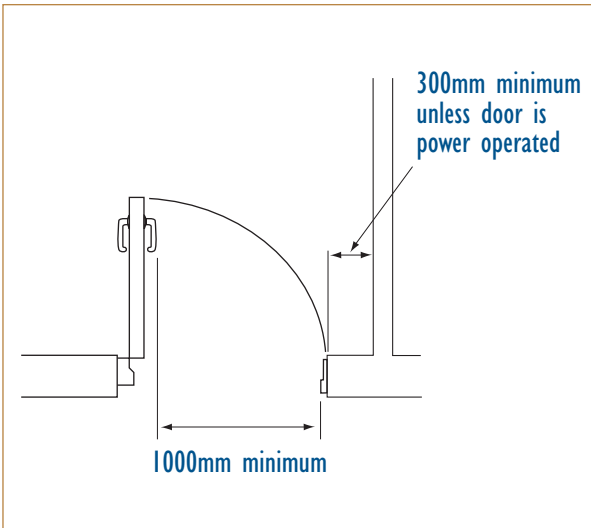
Handrail design





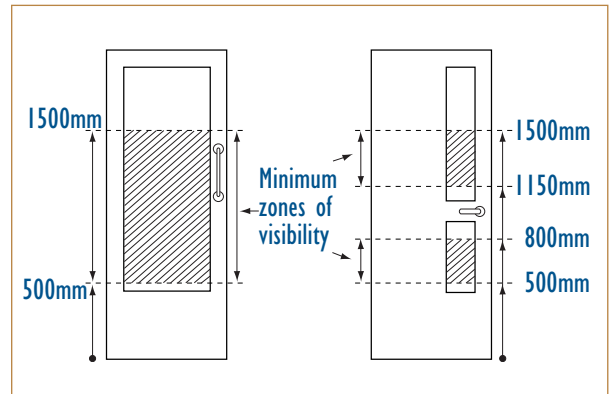
- Weather protection, such as a canopy or recessed entrance, must be provided at manual non powered entrance doors and this will need to be taken into account in the design of the building.
- For non powered entrance doors there should be an unobstructed space of at least 300mm on the pull side of the door between the leading edge of the door and any return wall.

Non powered Entrance Door



- Ease of opening is important to all users. Non powered entrance doors should be openable with a force at the leading edge no greater than 30 Newtons from 0° (the door in the closed position) to 30° open, and not more than 22.5 Newtons from 30° to 60° of the opening cycle.
- Vision panels should be incorporated in the design of the entrance door.

Visibility requirement of doors



- The entrance door should be easily distinguishable in the façade by the use of colour contrast. Glass entrance doors and glazed screens should be clearly defined with markings, such as a logo or sign, on the glass at two levels, 850 to 1000mm and 1400 to 1600mm above the floor. Any handle to a door should contrast in colour from the door and be easy to grasp.





Detailed design guidance on Improving access to existing shops and other buildings open to the public



This should be read in conjunction with SPR 11.

The detailed design guidance on ‘Entrances’ applies to shops and other buildings open to the public. For new developments that guidance is appropriate. However, for new fronts and alterations to existing shops and other buildings open to the public the following offers guidance on opportunities to improve access.

- A difference in level between the pavement and the shop itself causes many shops to be inaccessible to those with mobility difficulties. Altering or extending premises and especially the installation of a new front, can enable the location of the door to be changed so that a level or ramped access can be provided into the premises.
- A recessed doorway can provide the opportunity to create a ramped entrance depending on the depth of the recess and the rise of the step or steps. Wherever possible, this should be designed to the standards laid down in The Building Regulations 2000 Approved Document M 2004 Edition with a level platform provided at the top and bottom.

Where this is not possible the following influencing factors can be taken into account:

- A power operated entrance door can, in some situations, mean the top level platform can be omitted, provided there is a level, obstruction free area immediately inside the door. This enables the full depth of the recess to be used for the ramp making the gradient as shallow as possible. The pavement must be level and at least 1200 mm wide to create a level platform at the bottom.
- The preferred gradient for a ramp is 1 in 20, but it is acceptable to have a steeper ramp where space is limited, to a maximum gradient of 1 in 12.
- The provision of handrails and grab handles immediately adjacent to the door can assist users. These should be easy to grip, comfortable to touch and of a colour that contrasts to their background.





- Lowering a section of the internal floor down to the pavement level externally at the entrance and providing an internal ramp to the standards laid down in Approved Document M, together with a 1000mm wide entrance door, can create accessible premises.
- The provision of a ramp on the public footway is unlikely to be acceptable because such ramps constitute an obstruction on the highway and are an offence under the Highways Act 1980. Consequently, very special circumstances would have to be demonstrated, including the exhaustion of all other design solutions before consideration could be given to this type of solution.
- Where internal alterations are taking place changes of level should not be introduced. But if this is unavoidable they should be ramped to the standards laid down in Approved Document M. Every opportunity should be taken to remove or ramp any existing changes in level.
- Where it is not possible to create a level or ramped entrance any steps should meet the standards laid down in Approved Document M. They should have highlighted nosings and the materials used should be chosen carefully so as not to present a slip hazard, especially when wet.
- Installing an easy to grip, colour contrasted handrail can help. Improved

lighting and the use of colour contrast at the entrance can help those who are partially sighted to use steps. Provision of an entry phone system or a call bell at a height of between 750 mm and 1000 mm enables assistance to be requested by those who wish to do so.





Detailed design guidance on **Improving access into buildings of historic or architectural importance**



This should be read in conjunction with SPR 12.

The detailed design guidance given in **Approach, Car Parking, Entrances, Internal Circulation, Shops and other buildings open to the public** is also relevant.

Historic buildings are an integral part of our cultural identity and contribute towards a strong sense of place. The survival of most historic buildings depends on their continued, viable use. Changes to improve access may well contribute to a building's continued viability. Decisions reached about alterations to improve access must balance the benefits against the potential damage those same alterations might cause to the significance of the building itself.

Where it is intended to undertake work either internally or externally to a Listed Building or to a building within a Conservation Area, you are advised to contact the Local Planning Authority to determine whether listed building consent or planning permission would be required. Listed building control applies to all works both external and internal that would affect a building's special interest. Fixtures and curtilage buildings, including boundary walls that date prior to July 1948, are treated as part of the building for the purpose of listed building control.

- The preferred aim in terms of access is to make a building's main entrance accessible to everyone on a permanent basis.
- Porches, porticoes and recessed doorways can provide the opportunity to create a ramped entrance depending on the depth of the recess and the rise of the step or steps.
- Ramps are preferable to platform lifts. However, on a historic building where there are large changes in level, inadequate space or an established need to protect architectural features, then a mechanical device may be considered.
- In forming permanent ramps and raising floor levels, consideration should be given to design features such as plinths as these are often important elements in establishing scale and proportion.
- Temporary ramps can have a detrimental visual impact and are unlikely to provide a long term solution to access problems.
- Sympathetic, high quality materials should always be used.
- Handrails in older buildings are often too thick or thin to grip comfortably. It may be possible to insert an additional handrail. On wider steps it can be less intrusive to install a single, central handrail.



- The door frame and surround may need altering to increase the opening width of a main entrance door. Where it is the key element in the design of a building great care is needed in its alteration to ensure the character of the façade is not altered. If it is not possible to widen the door opening to achieve a minimum of 800 mm then the situation will be improved by creating a straight on approach as this is easier for wheelchair users.
- Making the main entrance door power operated under manual or automatic control is of great benefit to all users, especially as doors on historic buildings are often heavy.
- The threshold should be level or if the provision of a raised threshold is unavoidable, its height should not exceed 15 mm.
- Good lighting and careful use of colour contrast helps partially sighted people to move easily and safely into and around buildings. The effective use of lighting can make obstacles more obvious.





Detailed design guidance on **Access to the urban and rural landscape**



This should be read in conjunction with SPR 14.

The detailed design guidance on **Approach**, **Car Parking** and **Signs** is also relevant.

The natural environment is there for everyone to enjoy. The views, habitat and special areas of interest are what attract people to the countryside. It often acts as a means of escape for people and provides different leisure activities, which are not always available in urban areas. It is important that everyone has the opportunity to gain access to this, with family and friends, without facing physical barriers on route. The design of routes should take into account the needs of all users, and especially people with disabilities, pedestrians, cyclists and horse riders. Access to the countryside, parks, open space, canal towpaths, woodlands and the greenway network should be made available to everyone wherever possible. It is recognised that not all areas of the natural environment will be accessible for everyone.



Footpaths

The design of footpaths in rural and urban areas should allow everyone, including people with mobility difficulties and those who are blind and partially sighted to use them.

- Footpath surfaces should be firm, slip resistant and of suitable gradients wherever possible. In rural areas the surface material of pathways should fit in with the surrounding environment. Suitable materials for surfaces could include concrete, bitumen macadam, stone and brick paving.
- It is important the surface used is always compact enough to withstand continuous use and will withstand use by wheelchairs, mobility scooters, pushchairs and prams. All surfaces used should also be able to withstand weathering, for example, heavy rain.
- There should be very little loose surface material on the path, as this can cause potential hazards for wheelchair users and people with poor balance.
- Manholes should not be placed on paths, as they can cause potential slip hazards when wet.
- Any grates or gully covers need to be located off the pathway, as they can cause obstructions for wheelchair users, people with poor balance and people who use a walking aid.
- There should be a clear visual distinction between the path and the adjoining ground. People who are blind and partially sighted also need to be able to feel the difference between the path surface and the ground next to it.



Barriers

Barriers are mainly used to segregate different uses of land and to prevent misuse and unauthorised access to land. It is important that the installation of barriers does not restrict people from gaining access to an area or facility that they are entitled to, for example, open space and public rights of way. They should only be used when there is no other possible design solution.

The design of barriers is very important and their effectiveness will also depend on the means of enclosure of the area in question. There are many designs of barriers and careful consideration needs to be given to their specific purpose in each location. Barriers can be required to stop the illegal riding of motorbikes on open land and pathways. The design of such barriers should allow all appropriate users through and must, therefore, take into account the dimensions necessary for wheelchairs, motorised scooters and double buggies.

It is acknowledged that it is not possible to have one standard design for a barrier that will be suitable for all locations. Equally it is not possible to design a barrier that is guaranteed to keep all inappropriate users out, but a barrier should act as a deterrent. If barriers are positioned correctly they should reduce speed in these locations. The following are suggested as appropriate for different locations. It is vital that each site is assessed on its individual merits. In all cases, constructing to the exact dimensions and careful maintenance afterwards is critical.

Straight through barrier

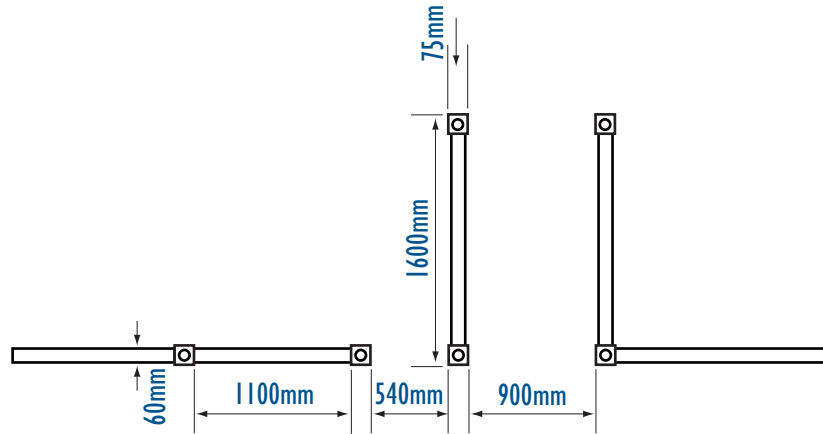
This design is more suited to urban parks than to countryside or open areas. It must not be used on a public right of way. All steel construction is recommended.

- **Advantages**
 - Relatively simple design
 - Easy to use as little twisting or manoeuvring is required by the user
- **Disadvantages**
 - Smaller scrambler motorbikes may get through
 - Need to be located carefully so as not to attract people congregating

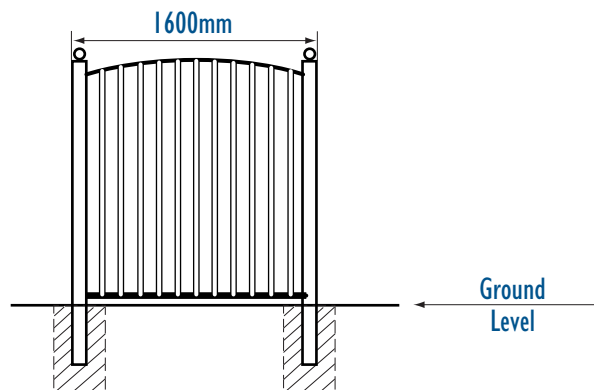
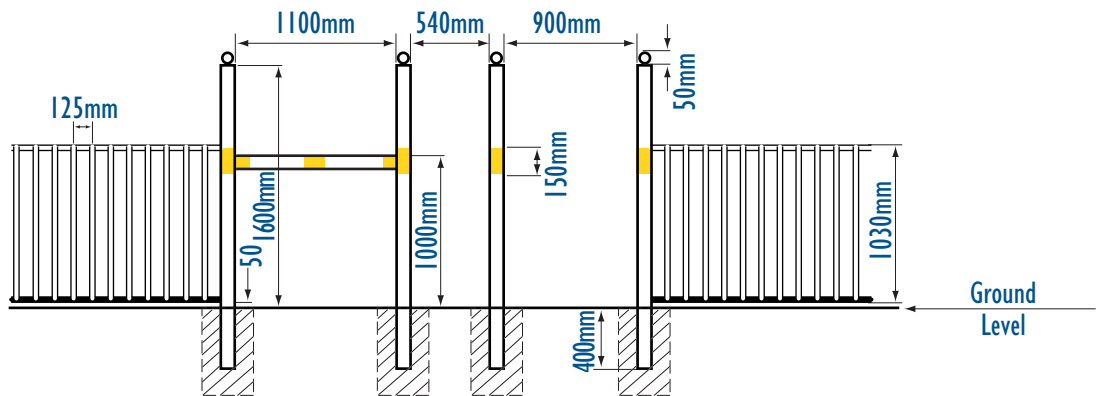




Straight Through Barrier



Plan



Side Elevation

 Colour contrast



Swing gate or kissing gate

This design is suitable for urban and rural areas. It can be constructed in timber but these can be cut or burnt. Tubular or box steel is recommended for remote areas where it may get vandalised but mild steel with a hooped top is more suited to residential areas.

- **Advantages**

- The most effective deterrent to motorbikes
- Visually more pleasing in countryside areas
- It can be incorporated into a horse friendly barrier (design details available from Wigan Council's Public Rights of Way Section).

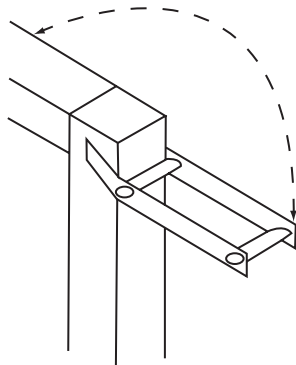
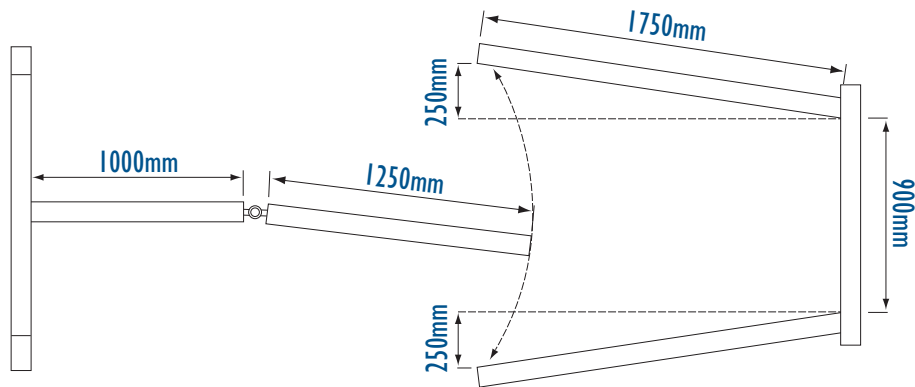
- **Disadvantages**

- The path where it is to be installed needs to be 3500 mm wide and level
- Can create a noise from the gate but this can be lessened by the use of rubber strips
- The surface where it is installed must be durable





Swing gate or kissing gate



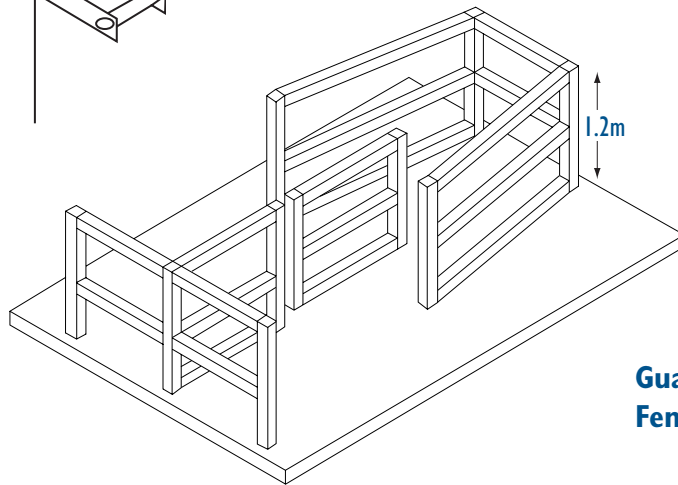
Optional handle for swing gate. Hinged on the swing gate it can be extended when required.

Note:

Gate: 1000mm high and set 100mm above ground level.

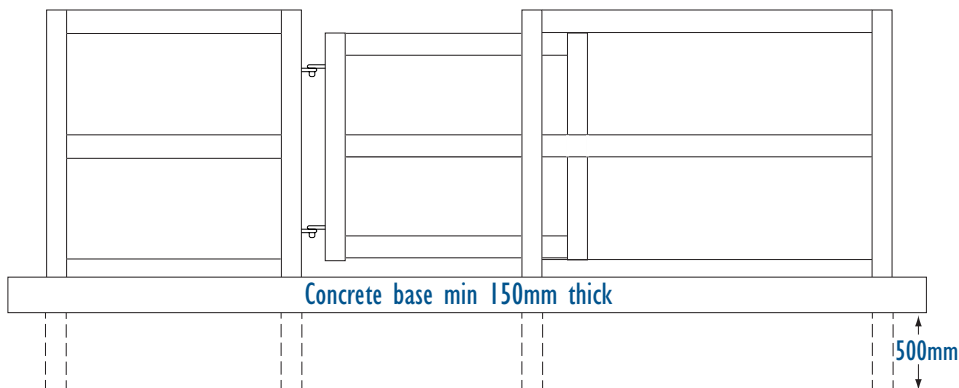
Offset hinges to provide automatic closing.

75mm square section steel.



Guard

Fence: Rails 75mm square section steel or circular equivalent.





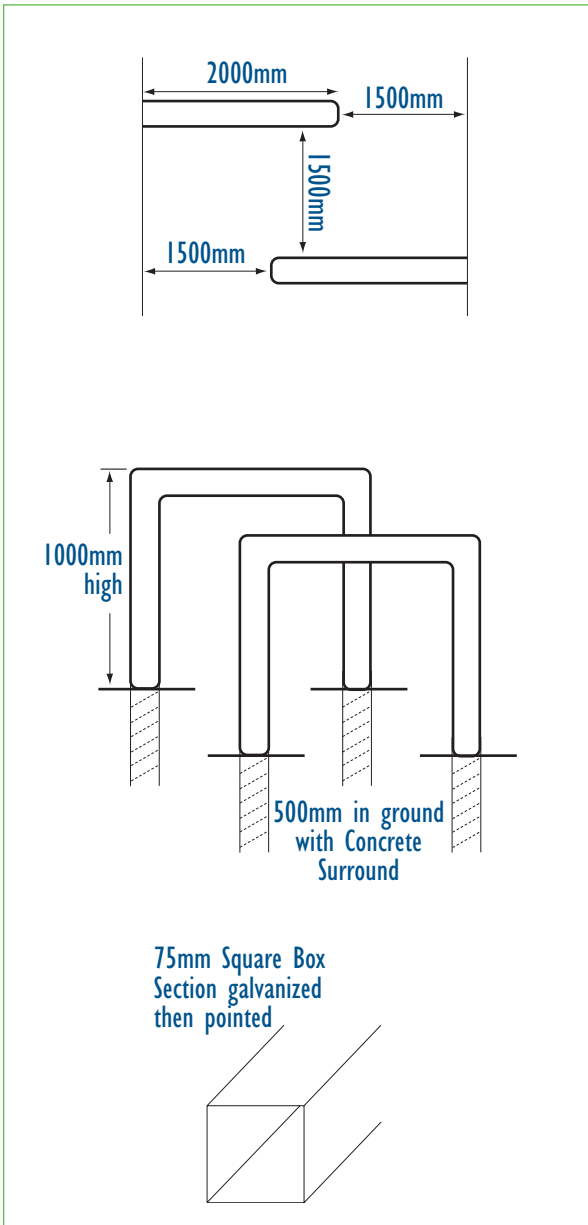
Chicanes

These are not as effective as the straight through, swing gate or kissing gate barrier and should only be used where a barrier is absolutely necessary and there is no other option.

- **Advantages**
 - Can be used on narrower paths than the swing gate or kissing gate but still requires 2000 mm
 - Easier to install and requires less maintenance
- **Disadvantages**
 - The location needs to be carefully considered so that they cannot be used to climb on and get into adjacent properties



Chicanes



“A” frame barrier

This design is not acceptable in any location as it creates a hazard for blind and partially sighted people.



Parks

It is important that parks are designed to attract and encourage all visitors to use the recreational facilities available. Parks provide an area of land where children and adults can socialise and participate in a variety of recreational facilities. There are many styles of parks that will offer a whole range of different experiences. A park can very easily become a central point where inclusive and sustainable communities can develop.



A balance of facilities across all parks and play areas is required so that everyone can participate in activities if they wish to.

The following points should be considered when designing parks:

- It is important to look at the surrounding environment and see how the park can be designed to allow people to access it easily.
- Park entrances should allow all pedestrians to travel through. Careful consideration should be given to the use of barriers and gates. Pedestrian entrances should be kept separate from vehicle entrances.
- The provision and location of car parking spaces designated for disabled visitors to parks should be a high priority.
- The facilities in the park should be a reasonable walking distance from all site entrances.
- All routes are required to be wide, level, firm, slip resistant and obstruction free at all times.
- Suitably and well designed signs should point out all facilities available in the park. Please see detailed design guidance on **Signs and tactile maps**.
- The design of a playground should provide a range of equipment wherever possible.



- It is important that a firm, durable and impact absorbing surface is used around all playground equipment. This surface should be level and flat.
- Plenty of space should be provided between all playground facilities to allow children using wheelchairs to manoeuvre freely around equipment. Open spaces are essential, as they allow a number of wheelchair users and friends and companions to play together.
- It is common for adults to accompany children to parks, so it is essential that the design takes into account the need for accessible viewing areas to the facilities and equipment available, as child supervision is important. A variety of seats and park benches should always be considered.
- There should be separate areas for more energetic and specialist activities, for example football or rugby pitches and skateboard areas. Where a range of activities are available there should be a network of accessible pathways connecting all of these.

Angling

Angling is a very popular activity and it can be done as an individual or with friends.

To enable angling to be a totally inclusive sport it is essential that the following elements are taken into account when designing fishing points:

- Fully accessible fishing points should be integrated with other angling points and all fishing points should be made as accessible as possible.



Photo courtesy of the Environment Agency

- Accessible fishing points should be connected to a car park by a firm, slip resistant footpath of a suitable gradient. The car park should be as close as possible to the accessible fishing points and the car parking spaces designated for disabled people within the car park should be located immediately adjacent to the footpath. Wherever possible a car parking space at the rear of an accessible fishing point should be provided. At least one car parking space designated for



disabled people should be provided for each accessible fishing point.

- Permanent fishing points should be level, with a firm, stable and slip resistant surface. Each fishing point should be at least 1500mm long by 1800mm wide.
- Any timber fishing platforms are likely to have gaps between the individual boards to make drainage easier. The gaps between the boards should not be greater than 12mm. The boards should be laid at right angles to the direction of pedestrian flow to prevent wheelchair wheels or canes becoming caught between them. Edge protection should be provided.



Photo courtesy of the British Disabled Angling Association

- Clear space behind anglers should be provided for safe casting. Any overhanging trees and vegetation should be kept cut back.
- Seats and benches should be provided at some fishing points.

Further guidance on fully accessible fishing points is available from the British Disabled Angling Association www.bdaa.co.uk.

- Safety edges which are at least 150mm high should be provided. If a fishing point extends over the water, an additional knee barrier at the front of the structure, and hand rails to the sides should be provided.





Detailed design guidance on Sports, recreation, leisure and cultural facilities



This should be read in conjunction with **SPR 15**.

The detailed design guidance given in **Approach, Entrances, Car Parking** and **Internal Circulation** is also relevant.

Sports, recreation, leisure and cultural facilities will be required to be accessible to everyone. The development of these facilities should provide an inclusive environment for everyone wishing to participate, all spectators or members of an audience and all members of staff. It is important that everyone is able to gain easy and safe access to these facilities.



It is important to consider at the earliest possible stage in the design how people will arrive, where their destination will be and how they will gain access to the facilities. The existing external environment can sometimes offer opportunities to provide

natural viewing areas for playing fields, running paths and cycle areas.

- Drop off points will be required at all sports, recreation, leisure and cultural facilities. The number, design and details of drop off points will need to reflect the size of the development.
- Car parks at these facilities must have a sufficient number of car parking spaces designated for disabled people. The car parking requirement must meet the standards set out in the Wigan Unitary Development Plan.
- Sports, recreation and leisure facilities should also meet the standards set out in the 'Sport England, Access for Disabled People' design guidance so those who wish to can participate in sport and view sporting activities.
- All routes to facilities are required to be firm, slip resistant, obstruction free and a suitable gradient. The width of the route must be sufficient to accommodate the maximum number of users present at any time.
- All individual facilities within a development should be clearly sign posted to show people the most direct accessible route to them.
- Entrances should be easy to find from all routes and car parks.
- Entrance doors should have a clear opening width of at least 1000 mm. Automatic doors provide the most satisfactory solution and are encouraged at all venues.



- The internal design of these facilities should take into account the links in the Access Design Chain contained in this document to ensure an accessible building.
- Developments that include performance areas, such as theatres, should have level or accessible routes to those areas and to all the facilities necessary to ensure disabled performers can participate fully.
- In theatres and cinemas an acoustic booth for the provision of audio description should be provided with a full view of the stage or screen.
- A means of sound enhancement should be provided for people who are hard of hearing in rooms and spaces used for meetings, lectures, classes, performances, spectator sport or films, and at service or reception counters.

Spectator and audience areas

Spectator and audience seating areas should be safe and well designed to accommodate everyone. It is important that a variety of seating areas and vantage points are provided in all sporting developments. Different uses of a venue may require a flexible approach to be taken when considering seating requirements.

- The area around spectator and audience areas should be level and all routes must be as accessible as possible with routes being at a shallow gradient.
- Pathways and routes in and around

spectator viewing areas should be at least 2000 mm wide to provide sufficient passing places for pedestrians travelling in opposite directions. For larger sporting venues the width of the pathways should be increased to accommodate larger numbers of people visiting sporting events.

- A variety of entrance and exit points should be provided to create convenient accessible routes with the minimum travel distance possible in and out of any spectator or audience areas.
- Ideally all outside viewing areas should be sheltered.
- People with mobility difficulties should be provided with a choice of seating and viewing areas, all with a clear view of the activities taking place. Wheelchair users should not be restricted to viewing events from ground floor level. Good design and careful planning can help in providing clear viewing areas for people with mobility difficulties at a variety of floor levels. The use of ramps and platform lifts can assist all users in taking advantage of accessible viewing areas.
- Wheelchair users should be able to manoeuvre easily within any spectator and audience areas.
- Wheelchair users should be provided with a choice of seating arrangements. Seating layouts should allow two



wheelchair users to sit next to each other or a wheelchair user to sit next to someone in a standard seat.

- Areas next to certain seats should be provided for an assistance dog to rest.
- Seating areas designated for ambulant disabled people should be located within close distance to entrances and up as few steps as possible.
- By having some removable seating at the front and back of blocks of seats, greater flexibility can be achieved for spectators and members of the audience. Greater spacing between rows of seats at the rear of a block of seating, or at the end of rows can be of assistance to those requiring extra leg room.
- Spectator and audience seating should contrast visually with its surroundings.
- A self contained unisex wheelchair accessible toilet should also be provided close to any spectator or audience seating areas designated for disabled or wheelchair users.
- Signs should be provided to all facilities and be consistent in design.





Detailed design guidance on Automatic Teller Machines (ATMs)



This should be read in conjunction with SPR 19.

The detailed design guidance given in **Approach**, **Entrances**, and **Internal Circulation** is also relevant.

Automatic teller machines are commonly known as ATMs. They feature throughout most high streets and are located at supermarkets, petrol stations and many shopping outlets. It is important that everyone is able to access this facility as it provides a 24 hour service that people can use independently.

- The position of the ATM should be easy to locate from main streets and pathways. The route to the ATM should be obstacle free and the area in front of the machine should be level, clear and well illuminated.
- Some ATMs are located inside buildings and within foyers and lobbies. It is important that the entrances to the foyers and lobbies are accessible to everyone and are level. Not everyone likes to operate an external ATM machine because of issues regarding personal safety.
- It is important for wheelchair users that a clear space of 2000 mm by 2000 mm

is provided directly in front of an ATM. However, 1500 mm by 1500 mm may be accepted in exceptional circumstances. It is important that the clear space in front of the machine is maintained and kept free from obstructions at all times.

- Bollards are commonly used directly in front of ATMs to act as an anti-crash barrier. The number of bollards used should be kept to a minimum and must not obstruct routes to the machine. When positioning bollards on a pathway a clear width of 1500mm must be maintained between the bollard and any wall. Bollards should be at least 1000mm high and have a band across the top of the bollard that contrasts in colour with the bollard and background.
- For easy access and viewing from the front, essential operating features should be between 780 and 1000mm above ground or floor level, and within 200mm of the front most edge of the machine. Other features can be between 750 and 1250mm above the ground or floor and preferably to the right of the screen. The screen should be at an angle of between 55 and 70° from the horizontal and between 750mm and 1250mm above the ground or floor.

Further guidance on the location of operating features can be found in The Centre for Accessible Environments document, “Access to ATMs”, which describes in detail the UK design guidelines for ATMs.





Detailed design guidance on Internal circulation



This should be read in conjunction with **SPR 18**.

The detailed design guidance given in **Entrances** and **Shops and other buildings open to the public** is also relevant.

The design of the internal circulation of a building will be required to take into account the needs of all people who use it, whether they are members of staff or visitors. In order to comply with The Building Regulations 2000 Approved Document M 2004 Edition, buildings must be designed to meet the needs of all people and allow them to travel independently across floors and up to different levels. Good design of a building enables its use to be flexible and capable of change over its life span to make it sustainable and adaptable.

An inclusive building should allow everyone access to all facilities. It is important to consider what facilities will be needed at the earliest design stage as this may affect the size and layout of a building.

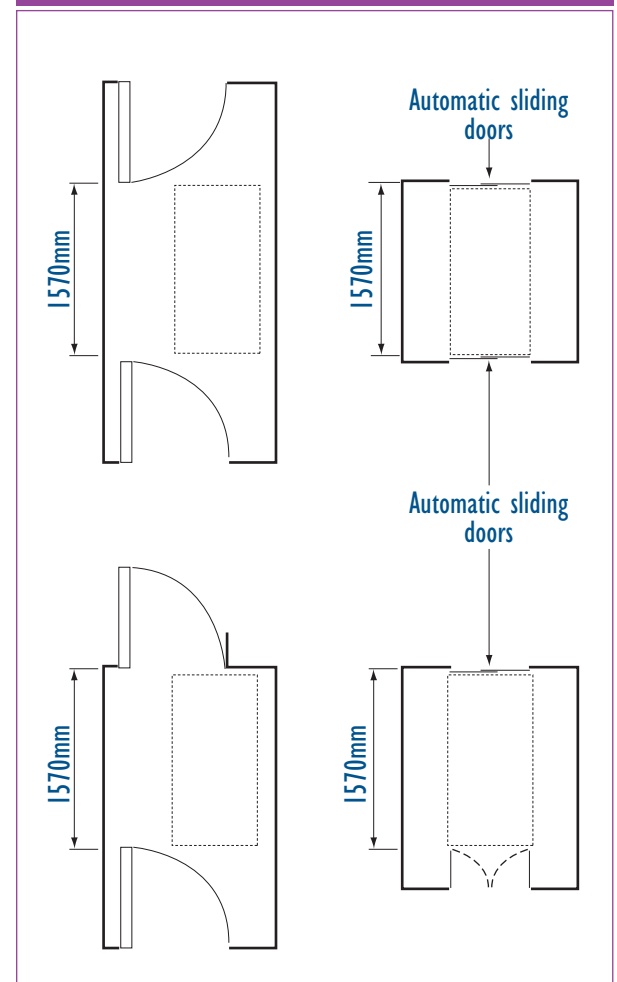
Lobbies

The lobby is usually the first area a person will enter within a building. The design, size and layout will need to be large enough for all people, especially those with wheelchairs, pushchairs or prams to move clear of one door before opening the next one. Space should also be provided in the lobby for a person assisting a wheelchair user to open

doors in a pushing or pulling motion.

- The minimum length of the lobby should be the length of the internal door swing that encroaches into it, plus a length of 1570 mm. This length takes into account a wheelchair user and companion.
- The width of a lobby should either be the width of the entrance door plus 300 mm, or a width of 1200 mm, whichever is the greatest when single leaf doors are used. And at least 1800 mm where double leaf doors are used.

Lobbies





- Vision panels must be provided in lobby doors at appropriate heights to enable all people to view those approaching from the opposite side. Please see detailed design guidance on **Entrances**.
- The use of automatic sliding doors can reduce the size of a lobby, however a length of 1570 mm must be maintained.
- The dimension of the lobby should be clear of any obstructions. If this is unavoidable, obstructions should not project more than 100 mm into the access route and should be fitted with guards.



- Lobbies should be kept clear at all times. Where facilities such as pram storage and cloakrooms are needed, there should be a separate designated area. If this is not possible, the size of the lobby should be increased to create enough manoeuvring space for a wheelchair user and other visitors with pushchairs and prams.
- Where a building has previously had a stepped entrance a lobby can also

sometimes provide the opportunity to create a more accessible entrance. For further guidance to assist you in providing accessible entrances, please see the detailed design guidance on improving access to existing **shops and other buildings open to the public**.

Reception areas

Reception areas are very common in buildings that provide a service to members of the public. Reception areas must provide an area that is attractive, accessible and welcomes all visitors into the building.

The general design of the reception area should make provision for all visitors. It should be easy to find from the main entrance of the building and be easy for partially sighted people to identify.

- The route to the reception counter should be kept free from obstructions at all times.
- The floor surface should be firm, flat and slip resistant to allow all people to manoeuvre easily, especially people with mobility difficulties.
- Counters should not be placed in front of coloured or patterned backgrounds.
- The design of the counter should be able to accommodate both standing and seated users on each side.



- All reception counters must provide a section for wheelchair users to both sides. The counter must be at least 1500 mm wide, but 1800 mm is recommended. The counter should have a knee recess 500 mm deep. The height should be between 700 mm and 760 mm, above the floor level.
- A clear manoeuvring space of 1200 mm deep and 1800 mm wide is required in front of the counter when a knee recess is provided. If it is not possible to provide a knee recess the



manoeuvring space should be at least 1400 mm deep and 2200 mm wide.

Lifting Devices

Many buildings have more than one level. A passenger lift is the most desirable means of providing vertical circulation in a building and one should be included wherever possible. It should comply with the standards laid down in Approved Document M. **(Please see diagram on page 48)**

In some buildings space constraints may make it difficult to install one. However, if

this is the case, it is important to consider an alternative device, such as a lifting platform.

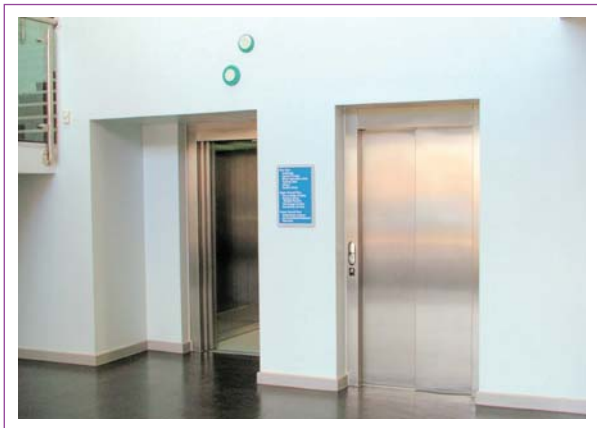
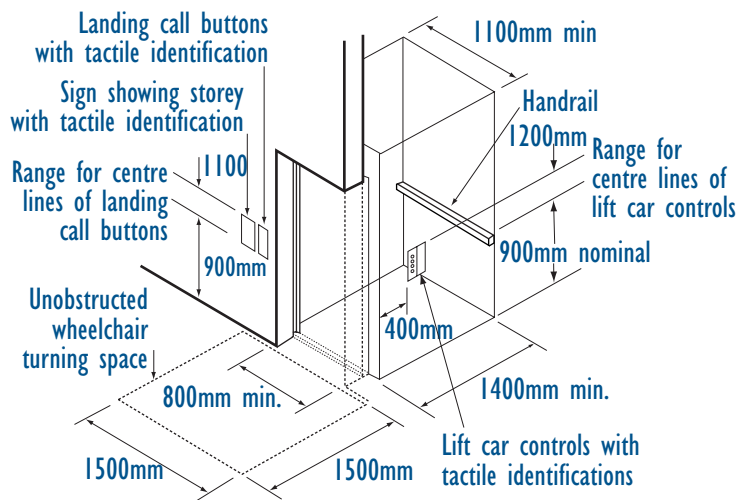
The design of a lifting platform will depend on the vertical travel distance and the use of the building. They are not suitable for general use and should only be used by those who need to do so.



- Signs should be positioned at the main entrance to indicate that the building has a lifting device. Signs should continue to direct people from any foyers and reception areas to the lifting device.
- It is important to provide a clear area of 1500 mm by 1500 mm directly in front of the lifting device for wheelchairs to easily manoeuvre or a straight route 900 mm wide to the lifting device.
- Stairs suitable for ambulant disabled people will be required in addition to any lifting device as this will provide an alternative means of vertical access. The design of the stairs should meet the standards laid down in The Building Regulations 2000 Approved Document M 2004 Edition and, where appropriate, Approved Documents B and K.



Passenger lift





Toilet Accommodation

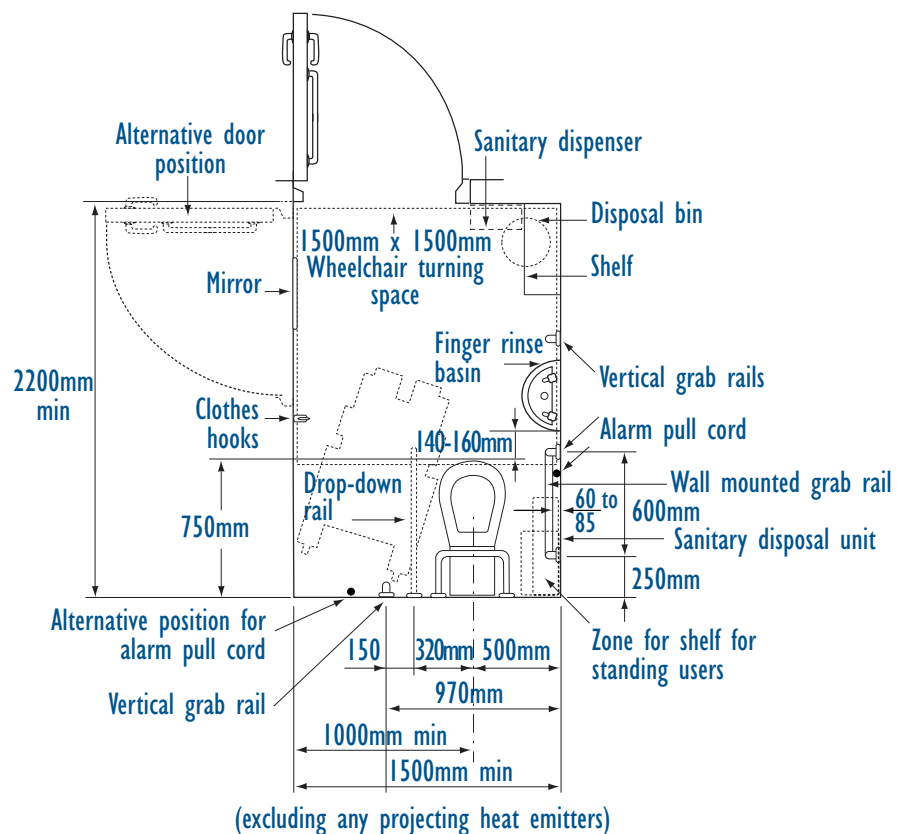
Sanitary accommodation must be provided for all people. Provision must be made for wheelchair users, people with mobility difficulties, people of either sex with babies and small children. It is important to consider this at the planning application stage as the size and layout of sanitary accommodation will have an effect on the design.

Wheelchair accessible toilets can be provided in different ways. They can take the form of a specially designed cubicle in separate sex toilets or a self-contained unisex toilet which is the preferred option. This provides more privacy to the user and more space for a companion to assist if necessary. At least one

wheelchair accessible unisex toilet should be provided at each location in a building where sanitary facilities are provided for use by customers or visitors to a building, or by people working in a building.

- At least one WC cubicle suitable for ambulant disabled people should be provided within male and female toilets. In addition to this, where there are four or more WC cubicles in separate sex toilet accommodation, an enlarged cubicle for people who need extra space should be provided.
- The diagram below shows the design standards of a separate unisex

Unisex wheelchair-accessible toilet with corner WC



Note
Layout for right hand transfer to WC



wheelchair accessible toilet. The positioning of the facilities within the toilet should always be laid out in accordance with Approved Document M. A user must always be able to approach, transfer and use the sanitary provisions provided.

- If there is only one WC in the building it should be a self contained unisex wheelchair accessible toilet. However, the width should be increased to 2000mm and it should incorporate a standing height wash basin in addition to the finger rinse basin.
- It is of great benefit to provide wheelchair accessible toilets in the same location on all levels of a building to assist people with visual impairments and people with mobility difficulties to easily locate the facilities. Where more than one wheelchair accessible toilet is provided opportunity should be taken to “hand” the layouts.
- The location of toilets should be well sign posted from access routes, stairs and lifting devices within the building.
- Baby changing facilities should always be provided as a separate facility and not in the same room as a wheelchair accessible unisex toilet.



Detailed design guidance on Signs and Tactile Maps



This should be read in conjunction with SPR 17.

Signs provide the opportunity to display information and give guidance, especially to people who are unfamiliar with a particular surrounding. They can act as a warning, highlight facilities and provide direction to all people.

They should indicate:

- the approach to a building;
- car parking facilities;
- the entrance and exit;
- reception and lobby areas;
- fire escapes; and
- any communal and sanitary facilities within a building.

Location

- Signs should be prominently located. To avoid confusion advertising signs should not detract from signs conveying important information.
- In the external environment signs should be maintained in good condition and kept free of obstructions, such as overhanging trees.
- The use of free-standing posts or columns to display small signs should be avoided and opportunity should be taken to display signs on existing walls

and structures, wherever possible. Free-standing posts can cause a potential obstruction on an access route. If free-standing posts are needed to display a sign, then a coloured band should be placed 1500mm above ground level and be 150mm deep.

- Signs should be at a height that can be easily seen by all people.
- Signs should be located in areas that are well illuminated and additional lighting should always be considered on signs where necessary.
- Free-standing boards should not be used to display signage as they can cause a potential obstruction along access routes.
- Signs should be positioned in consistent locations in buildings with more than one floor.

Sign design

- All signs should strike a contrast with the surrounding background. Similarly, letters should contrast well against the background colour of the sign.
- A colour contrasted border can visually enhance a sign.
- A mixture of upper and lower case text should be used in preference to all upper case to assist those with partial sight. Sans serif fonts are recommended.



- Pictograms provide symbols that are familiar to all people and should be used on signs wherever possible, for example, fire exits.
- Key words should be used and the message should be concise.
- The height of the text or sign relates to the reading distance. The table below shows this.

Distance	Height	Example
Long distance reading	150mm	Building entrances
Medium distance reading	50-100mm	Direction signs in corridors
Close up reading	15-25mm	Wall mounted signs
Symbols	100mm	For facilities

- All text should be aligned from the left hand side of the sign.
- Where signs are displaying important information such as safety signs, controls within lifts, and location of toilets, tactile signs should be used. Tactile signs are essential for people with no sight at all. A tactile sign must be positioned where it can be easily touched, that means at a height of between 1.4m and 1.7m and at a forward distance of approximately half a metre. Characters should be embossed, so they have a depth of between 1 mm and 1.5 mm, but not engraved. Braille should be used wherever embossed characters are used. It is useful to put a braille locator on the sign. This is a segment

cut out of the sign that signifies Braille adjacent to it..

Further information is available in the JMU and the Sign Design Society document “Sign Design Guide”.

Tactile Maps

A tactile map is a type of tactile graphic or image. Tactile images are a translation of visual information into raised lines, shapes, and textures which can be felt with the fingertips instead of viewed with the eyes. A tactile map can give some people with limited sight more independence, for instance by enabling them to safely navigate buildings and open spaces.

To produce a tactile map requires the relevant expertise to ensure it makes sense in the tactile form as touch works in a more serial manner than vision. Tactile maps can have labels and explanatory material in Braille or other tactile forms. Audio tape descriptions are also very useful to support the maps as not all blind people know Braille.

For more information and advice about accessible maps, and images, please contact: RNIB Customer Liaison team at RNIB Peterborough on 01733 375113 or email sfking@rnib.org.uk.



FOUR

Design and Access Statements

Introduction

Design and Access Statements will be required for both **outline and full planning applications** except for:

- i a material change in the use of land or buildings, unless it also involves operational development
- ii engineering or mining operations
- iii development of an existing dwellinghouse, or development within the curtilage of a dwellinghouse for any purpose incidental to the enjoyment of the dwellinghouse, where no part of that dwellinghouse or curtilage is within a designated area. Designated areas in Wigan are the Conservation Areas and sites of special scientific interest.

They are not required for applications to display advertisements.

Most changes of use will also involve operational development in the form of building, engineering or other operations and consequently a Design and Access Statement is likely to be required for most change of use applications.

Design and Access Statements may also be needed for reserved matters applications if required by a condition on the outline consent. They will be required for all applications for listed building consent. These will be similar to design and access statements for planning applications and where there is a planning application submitted in parallel a single, combined statement should address the requirements of both.

A Design and Access Statement provides the opportunity to demonstrate an integrated approach and commitment to creating an accessible environment. It must be specific and relate directly to the individual site and proposal being submitted for planning permission. It should incorporate an appraisal of the site and the wider area. Any information contained in the statement should normally be shown on the plans and elevations submitted as part of the planning application. Photographs and illustrations can also be included.

The process used to prepare a Design and Access Statement should include the following stages:

- Assessment of the site's immediate and wider context in terms of physical, social and economic characteristics and relevant planning policies.



Department for Communities and Local Government Circular 01/2006.

- Involvement of both community members and professionals.
- Evaluation of the information collected on the site's immediate and wider context, identifying opportunities and constraints and formulating design and access principles for the development.
- Design of the scheme using the assessment, involvement and evaluation information collected.

The level of detail contained in a Design and Access Statement will vary according to the size, nature and complexity of the proposal. An explanation should be given of how the local context has influenced the design and how the physical characteristics of the scheme will lead to a successful place that works well. It must explain the policy or approach adopted to access and how the requirements and guidance given in this SPD have been taken into account.

Design and Access Statements should meet the national requirements current at the time of submitting the application. It is recommended that the format of any Design and Access Statement submitted to this council should be in accordance with the following template, or be of an equivalent standard. The local planning authority is prohibited from accepting an application unless it is accompanied by a Design and Access Statement, when required.

Further information is available in



Design and Access Statement Template

1 Type of application:

State if the application is for outline, full, reserved matters or listed building consent.

If you are making an outline application refer also to paragraphs 52, 53 and 80-96 and 104 of DCLG Circular 01/2006 and for listed building applications paragraphs 105-110.

2 Location of proposed development:

Provide the full address.

3 Description of proposed development:

Provide an accurate and detailed description.

4 Date of preparation:

This is the date the original statement is prepared.

5 Date of any amendments:

This must be kept up to date to show accurately when changes have taken place to the original statement.

6 Applicant:

Provide the name only of the applicant.

7 Agent:

Provide the name, address (including postcode), telephone and fax number and email address of the agent.

NB: This information will be displayed on the Council's website.

8 Assessing the Context of the Site:

A design and access statement must demonstrate the steps taken to assess the context of the proposed development site. To gain a good understanding of context and to use it appropriately applicants should follow a design process which includes:



Assessment of the site's immediate and wider context in terms of physical, social and economic characteristics and relevant planning policies. This may include both a desk survey and on-site observations and access audit. The extent of the area to be surveyed will depend on the nature, scale and sensitivity of the development.

Involvement of both community members and professionals undertaken or planned. This might include, for example, consultation with local community and access groups and planning, building control, conservation, design and access officers. The statement should indicate how the findings of any consultation have been taken into account and how this has affected the proposal.

Evaluation of the information collected on the site's immediate and wider context, identifying opportunities and constraints and formulating design and access principles for the development. Evaluation may involve balancing any potentially conflicting issues that have been identified.

Design of the scheme using the assessment, involvement, and evaluation information collected. Understanding a development's context is vital to producing good design and inclusive access. Applicants should avoid working retrospectively, trying to justify a pre-determined design through subsequent site assessment and evaluation.

9 Design principles and concepts applied to the proposal:

This should include:

Amount and use of development: Give an explanation and justification of why the amount of development proposed is appropriate (number of residential units and/or floorspace of other uses). State how this will be distributed across the site, how the proposal relates to the site's surroundings and how all users will be able to gain access to and around the development.

Layout: An explanation and justification should be given of why the layout has been chosen and how it will work and fit in with its surroundings. Provide details which are important to creating an accessible environment, such as travel distances and gradients and the orientation of buildings in relation to any site topography. State how crime prevention measures have been considered in the design of the proposal.



Scale: This means the size of buildings, including height, width and length and spaces between buildings. Explain and justify the scale of buildings proposed, including why particular heights have been chosen and how these relate to the site's surroundings. Include the size of different aspects of the building, such as entrances and facades.

Landscaping: Explain and justify the proposed landscaping scheme. Explain the purpose of landscaping private and public spaces and their relationship to the surrounding area. Where possible, a schedule of planting and proposed hard landscaping materials should be included. Details are also required of how the landscaping will be maintained.

Appearance: This is the aspect of the building that determines the visual impression it makes and includes its architecture, materials, decoration, lighting, colour and texture. Explain how texture and colour of materials will help to create an accessible environment. It should be demonstrated that early consideration has been given to the location and levels of lighting.

10 Philosophy and approach to creating an accessible development:

Give an overview of the developer's philosophy regarding creating an accessible environment that can be used by all regardless of age, gender or disability.

Include examples of how individual design proposals within the project reflect this philosophy.

11 Key access issues of the design including the nature and impact of any constraints:

In this section state clearly and in detail how the design of the development will create an accessible environment. Explain how any specific issues which might affect this have been addressed. For buildings it may be useful to explain how the internal access will be designed, provided and used as this affects the way the building looks and works.

Show how the relevant Supplementary Planning Requirements contained in Part Two of this SPD will be met. Using Part Three 'Detailed Design Guidance' or



the recognised sources list from Part Five of this SPD will help you to do this.

It is essential to refer to this SPD to complete this section.

The Supplementary Planning Requirements set out in this SPD are as follows:

1	Position and orientation	
2	Approach	
3	Routes	
4	Car parking at new developments	
5	Car parking at existing developments	
6	Drop off points	
7	Entrances in new developments	
8	Entrances to existing buildings	
9	Ramped access	
10	Stepped access	
11	Shops and other buildings open to the public	 
12	Buildings of historic or architectural importance	  
13	Change of use	    
14	Urban and rural landscapes	    
15	Sports, recreation, leisure & cultural facilities	     
16	New residential development	  
17	Signs and tactile maps	
18	Additional storeys	
19	ATMs	 
20	Street furniture	

Where factors such as existing structures or the site geography act to constrain compliance with relevant design guidance to create an accessible environment, an explanation of the individual constraints should be included.

The responsibility will be on the developer to explain why the relevant design guidance cannot be achieved in any particular situation and to provide material evidence to this effect. Where a deviation from the relevant design guidance is proposed this should be outlined with an explanation of its effectiveness.



If a relevant Supplementary Planning Requirement cannot be met, an explanation why, with any proposed alternative, should be given.

If it is felt a constraint or barrier to providing an accessible environment cannot be overcome, this should be stated.

12 Vehicular and Transport Links:

Explain how prospective users will be able to access the development from the existing transport network. State why the main points of access to the site and the layout of access routes within the site have been chosen. Explain the movement pattern around and through the site.

Access for the emergency services should also be explained, including information on circulation routes around the site and egress from buildings in the event of emergency evacuation. If a flood risk assessment is required for the development, this part of the Design and Access Statement should also explain how safe access and egress is provided for everybody in the event of a flood.

13 Consultation undertaken:

Details of consultations with planners, conservation officers, access officers, local access groups, police architectural liaison officers and existing /future building users should be given including how the outcome has influenced the proposal.

14 Commitment to maintaining a relevant Design and Access Statement:

A commitment should be given that the Access Statement will be maintained and updated as work on the development progresses through the various stages, such as Building Control. It should be given to the end user of the development. It will provide them with a record of decisions that had an impact on accessibility and may need to be taken into account in the management of the development.



15 Design standards and guidance followed to prepare the Design and Access Statement:

All design standards followed should be listed. For example: The Building Regulations 2000 Approved Document M 2004 Edition; BS8300:2001. If a standard is only being used for part of a proposal this should be indicated. Part Five 'Sources of Information' of this SPD will help identify access standards and guidance relevant to the proposal.

In Wigan the following SPDs are also relevant:

Landscape Design Submissions.

Shop Front Design Guide.

Provision of open space in new housing developments, adoptions and financial contributions from developers.

Design Guide for Residential Development.

The Good Fencing Guide.

These can be viewed on the Council's website at www.wigan.gov.uk/pub/planning/pages/spd.htm

Additional guidance can be found in DCLG Circular 01/2006 and in Safer Places the Planning System and Crime Prevention ODPM/Home Office 2003.

**FIVE**

Sources of Information

Recognised Sources:

The Building Regulations 2000. Approved Document M. 2004 Edition Access to and use of buildings. Office of the Deputy Prime Minister. The Stationery Office
www.communities.gov.uk

BS 8300:2001 'Design of buildings and their approaches to meet the needs of disabled people – Code of practice'. BSI ISBN 0 580 38438 **www.bsi-global.com**

Department of Transport. Inclusive Mobility. A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure.
www.dft.gov.uk

DETR and the Scottish Office. Guidance on the use of Tactile Paving Surfaces.
www.mobility-unit.detr.gov.uk

Sport England. Design Guidance Note Access for Disabled People (2002). Sport England Publications.
www.sportengland.org

Other useful sources of information:

General

Office of the Deputy Prime Minister. Planning and Access for Disabled People. A Good Practice Guide. ISBN 1 85112604 X
www.communities.gov.uk

Designing for Accessibility. 2004 Edition. Centre for Accessible Environments. ISBN 1 85946 143 3 Product Code 35231
www.cae.org.uk

Accessibility by Design, A Standard Guide. Produced by District Surveyors Association - Greater Manchester **www.wigan.gov.uk**

English Heritage / Department for Transport / Cleaner Safer Greener Communities (2005). Streets for All.
www.english-heritage.org.uk

The Disability Discrimination Act 1995, as amended by the DDA 2005. Disability Rights Commission. **www.drc-gb.org**

Disability Rights Commission (2003). Making access to goods and services easier for disabled customers. SP5. **www.drc-gb.org**

Royal National Institute for the Blind. Peter Barker, Jon Barrick, and Rod Wilson (1995). Building Sight. ISBN 1 85878 057 8 (hardback) and ISBN 1 85878 074 8 (paperback)
www.rnib.org.uk

Improving access into buildings of historic or architectural importance

English Heritage. Easy Access to Historic Buildings (2004). Product Code 50702
www.english-heritage.org.uk



Access to urban and rural landscape

BT Countryside for All (1997). A good Practice Guide to Disabled People's Access in the Countryside. British Telecommunications PLC and The Fieldfare Trust Ltd.

The Countryside Agency (2005). By all reasonable means: Inclusive access to the outdoors for disabled people. CA215.

www.countryside.gov.uk

Office of the Deputy Prime Minister (2003). Good Practice Guide "Developing Accessible Play Space". www.communities.gov.uk

English Heritage (2005). Easy Access to Historic Landscapes. Product Code 51126 www.english-heritage.org.uk

Countryside Commission (1994). Informal Countryside Recreation for disabled people. ISBN 0 86170 408 8

Red Rose Forest. Scrambling to Success. www.redroseforest.co.uk

English Nature Research Reports Number 526. Accessible Natural Green Space Standards in Towns and Cities: A Review and Toolkit for their Implementation. English Nature 2003.

Inclusive Angling. Access Guidelines for Fisheries. British Disabled Angling Association www.bdaa.co.uk

Sports, recreation, leisure and cultural facilities

Sport England. Design Guidance Notes on related matters. www.sportengland.org

"Accessible stadia" a good practice guide to the design of facilities to meet the needs of disabled spectators and other users. The Football Stadia Improvement Fund and The Football Licensing Authority (2003). ISBN 0 9546293 0 2

"Technical standards for Places of Entertainment" published by the District Surveyors Association and Association of British Theatre Technicians (ABTT), 2002, ISBN 1-90403105-6

"Guide to Safety at Sports Grounds" (The Green Guide) by the Department of National Heritage and the Scottish Office, The Stationary Office, 1997 ISBN 0-11-3000-952

Automatic Teller Machines (ATMs)

"Access to ATMs". UK design guidelines. Centre for Accessible Environments. Robert Feeny C Eng MIMechE FEng Soc, ISBN 0 903976 33 1

Internal Circulation

Good Loo Design Guide (2004). Centre for Accessible Environments. ISBN 1 85946 144 1 Product Code 35236

Signs and Tactile Maps

JMU and the Design Society. Sign Design Guide, a guide to inclusive signage. Peter Barker and June Fraser. ISBN 185878 412 3. Available from RNIB Customer Services. www.rnib.org.uk

RNIB. See it Right pack. www.rnib.org.uk

RNIB Customer Liaison Team at RNIB Peterborough Information on accessible



maps and images. www.rnib.org.uk

Access Statements

Disability Rights Commission. Access Statements. Achieving an inclusive environment by ensuring continuity throughout the planning, design and management of buildings and spaces. www.drc-gb.org

Office of the Deputy Prime Minister (2005). Changes to the development control system: Second Consultation Paper and Analysis of Responses to Second Consultation Paper www.communities.gov.uk

How to contact us:

If you would like to discuss any aspect of creating an accessible environment, please contact The Access Officer

By telephone 01942 404247

By email to:

kathryn.barker@wiganmbc.gov.uk

By facsimile to: 01942 404222

By letter to:

The Access Officer, Environmental Services Department (Planning and Regeneration - Forward Planning) Wigan Council, Civic Buildings, New Market Street, Wigan, WN1 1RP.





APPENDIX A

Extract from Office of the
Deputy Prime Minister

Planning and Access for Disabled People A good practice guide March 2003

A general point of good practice

● **Good Practice Point 1:**

All parties involved in the planning and development process should recognise the benefits of, and endeavour to bring about inclusive design.

A summary of good practice for determining authorities

● **Good Practice Point 2:**

If a development proposal does not provide for inclusive access, and there are inclusive access policies in the development plan and in supplementary planning guidance, bearing in mind other policy considerations, consider refusing planning permission on the grounds that the scheme does not comply with the development plan.

● **Good Practice Point 3:**

Include appropriate inclusive access policies at all levels of the development

plan supported by a specific strategic policy. Do not rely on a single access policy.

● **Good Practice Point 4:**

Develop and implement supplementary planning guidance as:

- (a) the definitive inclusive design guidance of the authority or
- (b) a way of ensuring that inclusive design is a material planning consideration without having to wait for the review or implementation of a full development plan.

● **Good Practice Point 5:**

Include relevant inclusive access policies within the local transport plan in co-ordination with similar policies within the development plan.

● **Good Practice Point 6:**

Consider the use of planning conditions or section 106 agreements in enhancing the provision for inclusive access in the wider urban environment.

● **Good Practice Point 7:**

Encourage pre-application discussions with applicants.

● **Good Practice Point 8:**

Issue applicants with pre-application guidance notes.



- Good Practice Point 9:**
Amend application forms to make applicants think proactively about inclusive design.
- Good Practice Point 10:**
Applicants should be encouraged to submit access statements with their applications.
- Good Practice Point 11:**
Make sure planning officers receive appropriate training on all aspects of an inclusive environment.
- Good Practice Point 12:**
Seek to appoint an Access Officer. As a minimum, each authority should be able to call on appropriate professional advice whenever necessary – either through information and resource sharing with other local authorities or by the appointment of consultants with appropriate experience. Suitable consultants may be located through or be a member of the Access Association, or be listed on the National Register of Access Consultants.
- Good Practice Point 13:**
Share expertise and resources with other authorities as necessary. Set up regional or county access forums to network and share information across borough boundaries.
- Good Practice Point 14:**
Encourage regular liaison with local access groups.

- Good Practice Point 15:**
Include appropriate heritage and inclusive access policies in the development plan, local transport plan and any supplementary planning guidance.
- Good Practice Point 16:**
Include appropriate highways policies in the development plan, and ensure these correspond with similar policies set by the statutory highway authority.
- Good Practice Point 17:**
Encourage continuing dialogue between applicants, planning and building control bodies to ensure progressive development of the inclusive design strategy.

A summary of good practice for developers, occupiers and owners

- Good Practice Point 18:**

 - Adopt a good corporate policy that requires inclusive design to be part of all concept briefs to architects or other designers.
 - Take professional advice from appropriately qualified access professionals on the correct wording of design briefs and the preparation of access statements.
 - Ask your architects or designers what degree of expertise they have. If they lack the appropriate expertise, seek alternative professional advice by



appointing an access specialist to the design team. This access consultant should be independently and directly appointed by the client, not appointed by the architect.

- At concept stage, make sure you and the design team understand the fundamentals of inclusive access. These will not be limited to the design of one building, and will include for example:
 - (a) the location of the building on the plot;
 - (b) the gradient of the plot;
 - (c) the relationship of adjoining buildings; and
 - (d) the transport infrastructure.
- Liaise with the relevant statutory authorities as early as possible, and be prepared to amend concept designs as necessary.
- Keep suitable professionals involved throughout the design and construction process. Designs change during their gestation and need to be monitored.
- Be aware of the implications of different types of procurement route. Passing design responsibilities to contractors will reduce control of the result.

Think about how the completed building will be occupied and managed. Many barriers

experienced at that stage can be overcome through good design.

● **Good Practice Point 19:**

During the acquisition of a building, an occupier should seek appropriate advice and make a decision to acquire based on the existing levels of access, and if applicable the cost of improving access.

During the commissioning of a building, an occupier should set appropriate access standards through design briefs or employer's requirements.

During occupation of an existing building, an occupier should choose to improve existing levels of inclusive access by undertaking building alterations. Alternatively they can seek to relocate to a new and more inclusive building.

LDF

WIGAN LOCAL DEVELOPMENT FRAMEWORK

Martin Kimber BA Dip TP MRTPI
Director Designate Environmental Services Department
Planning and Regeneration
Civic Buildings, New Market Street, Wigan WN1 1RP

