



Passenger Focus report to Cheshire
County Council on access requirements for
Chester Station

January 2007

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Executive summary

Introduction

The purpose of this report is to present the case for improvements to the accessibility of Chester Railway Station. Passenger Focus is committed to listening to passengers, and representing their views to providers and funders of transport services. This report not only includes the recommendations of a team of experts in accessibility issues, but also includes the views of some well travelled rail passengers who encounter accessibility problems most times they travel. For any other organisations considering undertaking accessibility audits of transport services and facilities, we strongly recommend that the audit takes on board the experiences and suggestions of those passengers that the improvements are targeted at.

Background

Chester's historic General Station is one of only twenty two Grade I and Grade II* listed railway stations in the whole of England and one of only three in the northwest region. The building is of outstanding national and regional significance and is one of the principle nineteenth century monuments in the city.

Chester City Council Officers have been working as part of the multi agency Station Gateway Partnership to plan and initiate the regeneration of Chester Railway Station. The Partnership includes representatives from a range of stakeholders including Chester City Council, Cheshire County Council, Network Rail, The Rail Heritage Trust and several Transport Operators. The project aims to regenerate the station buildings and square and provide a catalyst for an urban renaissance in this part of Chester by helping to improve the area as a transport interchange whilst increasing the volume of retail trade, the value of commercial property rentals and the number of visitors. It will also help by directly and indirectly bringing forward the development of high quality commercial space encouraging new enterprises in this disadvantaged area.

The Station Gateway Partnership recognises that accessibility is a top priority for consideration in all alterations and upgrades planned for the station and asked Passenger Focus to commission an independent audit of the station and its approach. The audit highlights where the station is currently lacking in DDA compliance or has areas relating to accessibility that could be improved. The audit was jointly funded by Cheshire County Council and Arriva Trains Wales with additional resources contributed by Passenger Focus.

What we did

Passenger Focus believes that it is important for users of rail services and facilities to have a say in how those facilities are operated. We therefore believed it essential that a group of passengers with disabilities should undertake a site visit and give their views in addition to the audit.

We commissioned an independent consultancy company – JMU Access Partnership (JMU is a pan disability, not-for-profit, Access Consultancy, part of the RNIB. We identified several passengers with disabilities and a carer who volunteered to take part in a site visit. Two of the passengers are wheelchair users and one is blind.

JMU undertook the audit on 8 – 9 January and the passengers undertook the site visit and participated in a focus group on 16 January. The following report identifies the findings from both

events and provides ideas and recommendations for improvements to accessibility which we hope will be taken on board and implemented as a priority in the upgrading work that is planned.

Both the audit and site visit took the form of a journey sequence that would be made by any passenger, starting with arrival/drop off at the station and proceeding to the furthest point on the station.

The key areas for concern are identified as category A in the audit and need to be addressed as a matter of high priority i.e. the car parks, toilets, stairs, ticket office, and tactile pavings

Acknowledgements

We thank Cheshire County Council and Arriva Trains Wales for inviting us to commission this work on behalf of the Chester Gateway Partnership. We are extremely grateful to Sue and Dave Hobbs, Richard West and Alison Barrett, the passengers involved in the site visit and Focus Group. Thanks also to Steve Hill from JMU for the professional manner in which he undertook this commission. Our thanks also go to Arriva Trains Wales and Virgin Trains for providing complimentary travel and support for the passengers involved in the project and Chester Station staff for looking after us so effectively during our site visits.

**Passenger Focus
Chester Station**

Access Audit

23 January 2007
Job Number 14097

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JMU Access Partnership

JMU Access Partnership is a pan disability, not-for-profit, Access Consultancy, part of the RNIB (Royal National Institute of the Blind).

Our aim is to help enable people with serious sight loss and other disabilities lead full and independent lives through improved access to the built environment. This is achieved through our consultancy, training, publications, research and policy activities.

Training and consultancy is delivered through our team of Access Consultants based in London and Leeds,. Our consultants are drawn from the construction, design and research related professions. We understand the practical and technical constraints as well as the aesthetic aspirations of building designers and owners. This means that we can bring a fresh approach to each project, tailoring the solutions to our clients' needs and avoiding prescriptive or generic solutions wherever possible.

This report is available on disc, in large print format, Braille or tape upon request. Please contact JMU Access Partnership for further information.

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1.0 Introduction

This report follows a survey of Chester Railway Station, undertaken on 8 January 2007 and conducted by Steve Hill, Access Consultant with JMU Access Partnership.

The audit was conducted on a drizzly day with dull light conditions.

This report should be read in conjunction with the Fact Sheets which are bound in a separate volume.

1.1 Client Brief

JMU Access Partnership have been asked to undertake an access audit of the existing passenger facilities at Chester Station and to co-ordinate a consultation exercise involving a group of disabled people. The results of the consultation exercise are included in a separate report.

1.2 Description of site, buildings and functions

Chester Railway Station is currently operated by Arriva Trains.

The Station comprises seven platforms plus ancillary facilities which include two pay and display car parks, a customer assistance office, a ticket office, two main flights of steps, a bridge which crosses the railway lines, two lifts, two sets of toilets, a meeting room and a number of retail outlets (e.g. cafes and shops).

1.3 Legislative Context

1.3.1 The Disability Discrimination Act 1995

The DDA (Disability Discrimination Act 1995) has brought in new laws and measures aimed at ending the discrimination that many disabled people face.

Arriva Trains will have duties under Parts II and III of the Disability Discrimination Act 1995. The auditor was asked to consider those areas of the station site to which the public have access and the employment areas were specifically excluded from the scope of this audit.

Part II of the DDA – Employment

Since October 1st 2004, it has been against the law for an employer of any size (apart from the armed forces) to discriminate against people on the basis of disability.

You cannot discriminate against a disabled person:

- in the recruitment process
- in their terms and conditions of employment
- in chances for promotion, transfer, training or other benefits
- by dismissing them unfairly

- by treating them less fairly than other workers
- by subjecting them to harassment

Part III of the DDA – Goods Services and Facilities

Under the Disability Discrimination Act 1995 (DDA), service providers (under Part III) are required to make reasonable adjustments to ensure disabled people are not discriminated against and can use their services easily and in comfort. Reasonable adjustments may involve changing policies, procedures and practices or providing auxiliary aids and services such as information in alternative formats. This may include providing information on request on tape, in large print or Braille.

The requirement under the Disability Discrimination Act to make physical changes to premises to provide access came into force in October 2004.

1.3.3 The Disability Discrimination Act 2005

The Disability Discrimination Act 2005 will place a new disability equality duty on all public sector authorities from December 2006. This duty will have a significant impact on the way in which all public services are run and on improving the lives of disabled people. It is part of a new type of equalities legislation that aims to ensure that public bodies build disability equality into the way in which they carry out their business - tackling institutional discrimination before it can impact on individuals.

This new legislation means that public sector bodies will have a duty to promote disability equality in all aspects of their work. From the police to health services, schools, local authorities, NHS trusts, central government, the entire public sector will have a duty to promote the equalisation of opportunities for disabled people.

The 2005 Act also changed the law to bring in larger private clubs, which had been exempt, and housing. From 5 December 2005, the definition of disability has changed - to include people with HIV, Cancer and Multiple Sclerosis from the point of diagnosis and to remove a key barrier to justice: that people with mental impairments must prove not just the impact of their condition (as those with a physical impairment must) but that it is "clinically well-recognised".

Transport was originally exempt from the DDA. Separate arrangements have put in place processes to ensure that vehicles become more accessible over time. However, the parts of the DDA that are about using services and getting reasonable adjustments in services have applied to transport since December 2006.

1.4 The Access Audit

An access audit is an assessment of the accessibility of a building and/or service. The audit identifies features that will affect disabled people, as recognised by the Disability Discrimination Acts 1995 and 2005. The issues considered in this report will affect the convenience of the building for all users not only those with identifiable disabilities.

The report follows a “Journey Sequence” through the building from car park, or public transport drop-off point through to the most extreme facility within the building, suggesting practical solutions to barriers to access or hazards in each section of the sequence.

We have categorised the report’s recommendations as follows:

Category	Definition
A	An item which gives immediate concern for the health and safety of disabled people, or others, and which should be dealt with immediately
B	An item which may be dealt with immediately as part of a management procedure or routine maintenance programme
C	An item which may be part of planned works and does not require significant design or construction work
D	An item which may require considerable design, structural and/or construction work

1.5 The Criteria for Assessment

The criteria for assessment are based upon:

- The need to optimise access to, and use of the building and/or service.
- The practical knowledge of JMU Access Partnership and RNIB in using and operating a wide variety of premises used by people with reduced mobility and sensory impairments, and extensive experience of providing an advisory design service to professionals.
- Provisions of the Building Regulations, related British Standards and legislation.
- Currently published good practice in design and detailing which meets the requirements of disabled people.
- The need for a “real world” solution based on practical and financial considerations when recommending improvements to access.

Dimensional criteria used within the report are based on guidance given in:

- SRA Train and Station Services for Disabled Passengers - A Code of Practice
- Inclusive Mobility – A guide to best practice on access to the pedestrian environment and transport infrastructure: DfT (Department for Transport)
- Approved Document M (2004 edition) of the Building Regulations: ODPM (Office of the Deputy Prime Minister)
- BS8300: 2001 Design of buildings and their approaches to meet the needs of disabled people – Code of Practice: British Standards Institute
- Guidance on the use of tactile paving surfaces: DfT
- Building Sight: RNIB
- The Sign Design Guide: JMU Access Partnership and the Sign Design Society
- A design guide for the use colour and contrast to improve the built environment for visually impaired people: Dulux, the University of Reading and JMU Access Partnership

While we have tried to make the recommendations within the report as clear as possible, in order to ensure they are implemented effectively we recommend Property Management staff have training in the design requirements of disabled people. JMU provides a range of Royal Institute of British Architects (RIBA) accredited training packages on access related topics.

1.6 How to use this report

The report is available in CD and paper format. The data is entered on a separate MS Excel spreadsheet. A building summary highlights the main findings from the audit.

This report should be used as a basis for developing a plan to improve physical accessibility. This plan should be linked to resource allocation procedures and should consist of a rolling programme of works subject to a regular monitoring and evaluation process. It is recommended that a working group be formed to oversee the development and implementation of this access improvement plan. The working group should include representatives of management, staff and users of the building. JMU consultants are available to offer advice on the plan.

Undertaking an access audit and developing an access strategy based on its findings will not in itself guarantee you or your organisation will meet the requirements of the DDA or any other legislation, but it will give a clear indication of the intention of the building owner/manager and organisation to improve accessibility for disabled people.

1.7 Egress in an Emergency

Emergency egress has not formally been reviewed as part of this report, but it is recommended that a review be carried out. Where access features dealt within the report impinge upon egress arrangements reference is made to this, but this should not be taken as a review of emergency egress.

It is strongly recommended that a specific report on means of escape, including the fire alarm system and management procedures for the safe evacuation of disabled people, be commissioned from a recognised specialist.

A truly accessible environment is one which people not only enter and use conveniently and safely, but also one which in the event of an emergency they can also leave safely. Safe access is dependent on safe egress, and safe egress is reliant upon the planned evacuation process put in place by management. Generally two separate strategies are required for visitors and staff.

Staff working in the premises are known quantities and their individual needs can be assessed and agreed with them. Personal emergency egress plans (PEEPs) can be devised for all members of staff who require assistance and should be developed in consultation with the member of staff and the local fire officer.

The needs of visitors are often unknown, and their knowledge of the environment may be limited to the route by which they entered the environment. It is not feasible to implement personal evacuation plans for visitors so an overall strategy is needed to enable visitors to escape from the building. Specific measures to meet the needs of disabled people may include the training of staff to provide assistance, audible and visual alarm systems and the clear indication of refuge areas.

1.8 Glossary of Terms

Ambulant disabled People	People with a reduced level of mobility but who do not use a wheelchair i.e. those who use sticks, crutches or walking frames. This category also includes blind or partially sighted people who are liable to trip on incidental obstacles or uneven surfaces.
Blind people	For the purpose of this audit the term 'blind people' has been used to describe people who have no remaining vision.
Partially sighted people	For the purpose of this audit the term 'partially sighted people' has been used to describe people who have some remaining vision.
People who are deaf or hard of hearing	For the purpose of this audit the term 'people who are deaf or hard of hearing' has been used to describe people with all degrees of deafness, from mild to profound.
People with learning difficulties	For the purpose of this audit the term 'people with learning difficulties' has been used to describe people who may not learn things as quickly as other people and they may need more help and support to learn.
People with a of reduced level manual dexterity	For the purpose of this audit the term 'People with a reduced level of manual dexterity' has been used to describe people who may find it difficult to grip or control small items such as door knobs and taps that are required to be turned. This includes people with arthritis.
AD M	Approved Document M, Access to and use of buildings, 2004, The Building Regulations 2000, Office of the Deputy Prime Minister.
BS 8300	British standard BS8300: 2001 Design of buildings and their approaches to meet the needs of disabled people – Code of Practice, British Standards Institute.
Manifestations	Clear markings fixed to a glazed surface to highlight the location of the glazing.

Step nosing	Strip edge along the step, i.e. where horizontal surface meets the vertical surface of the step.
Corduroy surface	Tactile warning surface of a ribbed design, laid at right angles to the direction of travel.
Blister surface	Tactile warning surface of a domed design, generally laid to highlight the junction between the footpath and the highway when a dropped kerb has been installed.
Dropped kerb	Kerb line is flush between the pedestrian area and the highway.
Controlled crossing	A pedestrian crossing point where pedestrians are able to establish priority over oncoming traffic. For example at a pelican crossing.
Uncontrolled Crossing	A pedestrian crossing point where pedestrians do not have priority over oncoming traffic.
Accessible parking bays	Disabled persons parking bays.
Accessible Toilet	Disabled persons toilet
Tactile text	Text consists of embossed/raised fonts.
Sans serif fonts	Fonts/script like Arial (this font) or <i>Comic Sans</i> without tails or curls like <i>Brush Script</i> , or Times New Roman
mm	Millimetres
N	Newton's, which are the unit of measurement used in this report for door opening force.
Vision panel	Viewing panel in a door, usually formed from transparent material.
Kickplate	Flat plate fixed to the bottom of the door to avoid the door being damaged by wheelchair footplates.
Access to work	If you are thinking about recruiting a disabled person, you will know they have the skills and potential to do the work, but there may still be practical problems to overcome. Access to Work (AtW) is available to help overcome the problems resulting from disability. It offers practical advice and help in a flexible way that can be tailored to suit the needs of an individual in a particular job.

2.0 Access Audit Summary

This is a review of the major recommendations and should only be read in conjunction with the attached full list of recommendations, and the accompanying fact sheets.

Approach

There are no designated crossing points in the vicinity of the station approach to assist people negotiate the crossing of City Road and Station Road. It is recommended that controlled crossing points should be introduced.

Most of the bus services do not drop off or pick up people immediately outside the station entrance. It is recommended that all bus services drop off and pick up people immediately outside the station.

There are no designated dropping-off points immediately outside the station entrance for people arriving by car. It is recommended that a dropping-off point is provided adjacent to the station entrance.

None of the existing parking provision allows blue-badge holders to park closer than approximately 100 metres from the main concourse area. It is recommended that existing accessible parking bays should be relocated to an area within 50 metres of the main concourse area and ticket office.

There is currently no lighting provision along the route between the west car park and the main concourse area. This is a health and safety issue. It is recommended that lighting is installed to ensure an even distribution of adequate light levels along this route.

Horizontal Circulation

A number of areas around the station were wet on the day of audit and on the day on which the subsequent consultation exercise was undertaken. The accumulation of surface water on platforms, outside the lifts and in the main concourse, is likely to be a significant health and safety issue. It is recommended that a refurbishment programme is implemented as a matter of priority to repair and maintain the station roof in order to eliminate the ingress of water.

Vertical Circulation

Steps

There is no tactile warning surface at the bottom of the steps inside the station to alert blind and partially sighted people to the presence of the steps. It is recommended that the tactile warning surface should be installed at the bottom of both flights of stairs.

The step nosings on the main flight of steps inside the station have been highlighted but the paint has become worn away in many places and this is likely to make it more difficult for partially sighted people to negotiate the steps. The steps between the east car park and the disused platform do not have highlighted nosings at all. It is recommended that the step nosings on all steps should be highlighted using colour and tonal contrast.

The handrails on these steps do not meet best practice guidelines and this is likely to make it more difficult for blind and partially sighted people and people with a reduced level of mobility to negotiate the steps. It is recommended that the handrails are upgraded to meet best practice guidelines.

Platforms

The tactile warning surface has not been installed on all platforms to alert people to the presence of the platform edge. This is likely to constitute a significant health and safety issue. It is recommended that the tactile warning surface is installed on all platforms in accordance with best practice guidelines.

Toilets

Standard

There is no provision in the standard toilet facilities for people who are ambulant disabled. It is recommended that a cubicle suitable for ambulant disabled people is provided in each single-sex standard toilet facility.

Accessible

People are required to obtain and use a Radar key to access the accessible toilet facilities. Best practice guidelines recommend that these facilities should be available on the same basis as standard toilet facilities. It is recommended that the requirement for a Radar key to access these facilities is removed.

There is no accessible toilet facility on the far side of the station (away from the entrance) and the provision of accessible facilities is not therefore commensurate with the standard provision. It is recommended that an accessible toilet facility is provided on the opposite side of the station to the entrance.

Specific Areas

Meeting Room

There is no hearing enhancement system provided in this facility to assist people using hearing aids. It is recommended that an induction loop system is fitted in this facility.

All of the seats have armrests in this room and this is likely to make it more difficult for some people (e.g. wheelchair users) to use the seats. Provide a range of seating; some with armrests and some without armrests, in order to provide people with a choice.

Ticket Office

None of the ticket sales points are height-adjustable or are provided with a lower section of counter to accommodate wheelchair users and people of shorter stature. It is recommended that either lower-level sections of counter are provided or that adjustable-height counters are introduced.

WH Smith / Trekkers Cafes / Customer Assistance Office

The use of double doors at the entrances to these facilities is likely to make it more difficult for wheelchair users, people using mobility aids and people with assistance dogs to enter the facilities. It is recommended that these access points are widened either by keeping both doors open during business hours, by installing automatic doors or by installing leaf-and-a-half door configurations.

None of these facilities have dual-height counters to accommodate wheelchair users and people of shorter stature. It is recommended that dual-height counters are installed.

None of these facilities have hearing enhancement systems at the counters to assist people using hearing aids. It is recommended that induction loops are installed at these counters.

Signage

Much of the existing signage is adequate; the use of upper and lower case text and the good colour contrast between the text and sign boards is likely to assist partially sighted people in particular navigate around the different areas of the station. However, there is a lack of signage relating to certain facilities (principally the car parks and the lifts) and most of the existing signage comprises high-level signs which are unlikely to assist many blind and partially sighted visitors to the station. It is therefore recommended that a separate signage audit of the station is undertaken in order to highlight shortcomings in the existing signage system and to ensure a consistent approach is adopted in upgrading the provision of signs in and around the station complex.

Real-Time Information

There is a lack of adequate visual and audible information around the station and some of the existing information is unlikely to be accessible to blind and partially sighted people, people who are deaf or hard of hearing, and some wheelchair users and people of shorter stature. It is recommended that a review should be undertaken of the existing provision of real-time information.

Emergency Egress

Visual fire alarms have not been provided in potential sole-occupancy areas (principally the toilets) to alert people unable to hear the audible alarms in the event of an emergency. It is recommended that visual alarms should be installed in potential sole-occupancy parts of the station.

3.0 Access Audit Spreadsheet

The following recommendations should be read in conjunction with the fact sheets, which are bound in a separate volume The fact sheets provide further dimensional criteria which can be applied to the recommendations.

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
1	City Road / Station Road	Approach	There are no designated crossing points on the approach to the station from City Road and Station Road to assist people cross these roads. There are dropped kerbs in the area currently occupied by taxis but these are not available for use due to the location of the taxis and, in any case, these would not assist people at the junction of City Road and Station Road.	Liaise with the local authority to install controlled crossings at this junction.	D	4	
2	City Road / Station Road	Approach	There is a bus service that stops immediately outside the station entrance and which provides level access for wheelchair users directly on to the footway outside the station. This is a feature of good practice. However, this service is limited (it only runs between a local shop and the station) and the main bus service currently delivers people to, and picks them up from, bus stops approximately 50m from the station entrance and on the other side of Station Road.	Liaise with the local authority to install bus stops immediately outside the station entrance in order to accommodate all bus services to and from the station.	D	SRA Code of Practice	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
3	City Road / Station Road	Approach	There do not appear to be any dropping-off points for cars immediately outside the station. The area immediately in front of the station is currently reserved for a local bus service only.	Liaise with the local authority to provide a designated dropping-off point for cars outside the main entrance to the station.	D	2	
4	City Road / Station Road	Signage	There is no signage at the front of the station directing people to the two car parks.	Provide directional signage on the approach to the station in relation to the car parks.	C	23	
5	East Car Park	Signage	The signage at the entrance to this car park and the signage immediately inside the entrance incorporates good colour contrasting characteristics which is likely to make it easier to read for partially sighted people and it also employs upper and lower case text which is also likely to make it easier to read for partially sighted people and people with learning difficulties. However, the signage does not provide any information relating to accessible parking bays (i.e. whether there are any bays provided and whether parking for blue-badge holders is free).	Provide information relating to the accessible parking bays at the entrance to the car park.	C	23	1
6	East Car Park	Approach	The car park has between 70-80 car parking spaces and there are 5 accessible parking spaces provided. This provision meets best practice guidelines.	N/A			2

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
7	East Car Park	Approach	Each accessible bay measures 4,800mm in length x 3m width plus a 1,200mm wide transfer zone. These dimensions meet best practice guidelines and the bays are also correctly marked with the international accessible sign on the surface of the bay and have drivers' eye level signage installed at the end of the bays.	N/A			2
8	West Car Park	Signage	The signage at the entrance to this car park incorporates good colour contrasting characteristics which is likely to make it easier to read for partially sighted people and it employs upper and lower case text which is also likely to make it easier to read for partially sighted people and people with learning difficulties. However, the signage does not provide any information relating to accessible parking bays (i.e. whether there are any bays provided and whether parking for blue-badge holders is free).	Provide information relating to the accessible parking bays at the entrance to the car park.	C	23	
9	East Car Park	Approach	The pay and display machines in this car park have controls located between 1,000-1,300mm above ground level. 1,300mm is slightly above the height recommended in best practice guidelines but these controls are likely to be accessible to most wheelchair users and people of shorter stature.	N/A			

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
10	East Car Park	Signage	The signage located next to the pay and display machines confirms that blue-badge holders do have to pay to park in this area. However, this information is located on a sign over 2m high and this is likely to be more difficult to read for partially sighted people and people of shorter stature.	Provide information at a more convenient height between 1,400-1,700mm above ground level.	C	23	
11	East Car Park	Approach	The steps that lead up from this car park and onto the platform do not have colour contrasting nosings to assist partially sighted people identify individual steps.	Highlight step nosings using colour and tonal contrast.	A	11,25	3
12	East Car Park	Approach	These steps are provided with handrails on both sides which is good practice as it is likely to make the steps easier to negotiate for blind and partially sighted people and people with a reduced level of mobility. However, the handrails do not extend horizontally beyond the bottom step to provide guidance and support at this point.	Extend handrails at the bottom of this flight.	A	13	3
13	East Car Park	Approach	The metal handrails are cold to the touch which is likely to make them more difficult to use for people with sensitive hands.	Provide handrails that are warm to the touch.	A	13	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
14	East Car Park	Approach	A ramp is provided adjacent to the steps to assist wheelchair users and other people with a reduced level of mobility reach the platform. The ramp comprises two 8m sections with an intermediate landing. The ramp is over 2,500mm in width and the large landing area provides ample manoeuvring space. The ramp has a very gentle gradient and at the steepest section is only 1:18. These features meet best practice guidance.	N/A			4
15	East Car Park	Approach	The ramp is fitted with handrails on both sides. These metal handrails are cold to the touch and this is likely to make them more difficult to use for people with sensitive hands.	Provide handrails that are warm to the touch.	A	13	4
16	East Car Park	Approach	The distance from the accessible parking bays to the ticket office is approximately 250m. This is likely to make it more difficult for people with a reduced level of mobility to negotiate the journey from the car park to the ticket office. Best practice guidelines recommend a maximum distance of 50m in this respect.	Review existing parking arrangements with a view to providing accessible parking closer to the ticket office.	B	2	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
17	East Car Park	Signage	Signage is provided adjacent to the steps and the ramp and on the platform to direct visitors to the main concourse and the ticket office. This signage employs upper and lower case text and the text colour contrasts strongly with the sign board. These are features of good practice. However, all of this signage is located above 2m from ground level and there is no signage at a more accessible height. This is likely to make it more difficult for partially sighted people to navigate between the car park and the ticket office.	Provide information at a more convenient height between 1,400-1,700mm above ground level.	C	23	
18	East Car Park	Approach	A help point is provided adjacent to the accessible parking bays. This is a feature of good practice as it is likely to be easier to use for people with a reduced level of mobility. The control button for this device is located at 700mm and the intercom speaker is located at a height of 1m above ground level. 700mm is slightly below the recommended height for controls but the button is still likely to be accessible to people unable to bend easily. The signage relating to this device is located at a height of approximately 1,700mm. This is also a feature of good practice.	N/A			

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
19	West Car Park	Approach	The help point and pay and display machine are both located at the entrance to the car park but are positioned next to the exit lane and would therefore be difficult to access for people with a reduced level of mobility coming into the car park. There is also no help point or pay and display machine at the end of the car park where the accessible parking bays are located. This is likely to make it more difficult for blind and partially sighted people and people with a reduced level of mobility to use these facilities.	Install a help point and ticket machine adjacent to the accessible parking bays.	C	2	
20	West Car Park	Signage	The signage immediately inside the car park is also located next to the exit lane and is therefore several metres away from people entering the car park and not within the immediate eye line of the driver. The signage is also located between 2-3m above ground level. These features are likely to make the sign more difficult to read especially for partially sighted people.	Either relocate the existing sign in order that it can be read more easily upon entering the car park or provide additional signage adjacent to the entrance lane.	C	23	
21	West Car Park	Signage	Beyond the entrance to the car park there is no signage at all to indicate the existence or location of accessible parking spaces.	Provide directional signage relating to the accessible parking bays.	C	23	
22	West Car Park	Approach	There are in excess of 60 car parking spaces in this car park and there are 5 accessible parking bays. This provision meets best practice guidelines.	N/A			

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
23	West Car Park	Signage	The accessible parking bays are provided with the international accessible sign on the surface of the bay but there is no vertical signage at drivers' eye level to confirm the location of these spaces. This is likely to make it more difficult for people to identify the accessible parking bays.	Install vertical signage at drivers' eye level.	C	2,23	
24	West Car Park	Approach	The diagonally configured accessible parking bays are approximately 4.5m in length x 3.3m in width and have a 1,600mm transfer zone. These dimensions do not correspond exactly with best practice recommendations (4.8m length, 2.4m width, 1,200mm transfer) but the existing configuration is likely to accommodate the loading and unloading of wheelchairs and people with other forms of mobility aids.	N/A			
25	West Car Park	Signage	There is no signage adjacent to the accessible parking bays to indicate the direction of the platform and the ticket office.	Install directional signage using accessible formats adjacent to the accessible parking bays.	C	23	
26	West Car Park	Approach	These parking bays are approximately 100m from the ticket office and this is likely to make it more difficult for people with a reduced level of mobility to negotiate the journey between the car park and the ticket office and main concourse. Between this pay and display car park and the ticket office there is a car park designated for use by employees of Network Rail.	Relocate the existing accessible parking bays to the 'Network Rail' car park in order that these bays are less than 50m from the ticket office.	C	2	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
27	West Car Park	Approach	There is no artificial lighting provision along the footpath that links the accessible parking bays and the ticket office. This is a general health and safety issue as well as being likely to make it more difficult for partially sighted people to negotiate this route.	Install lighting along this route.	A	24	
28	Main Entrance	Signage	The main sign outside the station entrance is above head height suspended from the canopy at this point. The sign incorporates good colour contrasting characteristics and employs upper and lowercase text which are features of good practice. However there is no lower level signage in accessible formats to assist people who are blind and partially sighted.	Provide signage in accessible formats.	C	23	
29	Main Entrance	Entrance	On the day of audit there were no doors at the entrance to the station although there are indications that there would normally be automatic glazed doors at this point. The areas of glazing to each side of the entrance are fitted with manifestations which is good practice as this is likely to alert partially sighted people to the presence of glazing.	Ensure that when new doors are fitted colour contrasting manifestations are applied. (If the doors malfunction they would constitute a collision hazard for partially sighted people).	A	5,25	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
30	Main Entrance	Entrance	On the day of audit loose fitting mats were located immediately inside the entrance and these are likely to constitute a potential tripping hazard for blind and partially sighted people. (These mats may well be a temporary measure due to the absence of doors to keep the wet weather out).	Ensure that whilst these temporary mats are in place they do not constitute a significant tripping hazard. This could be achieved by highlighting the mats using colour and tonal contrast.	B	7,25	
31	Main Concourse	Specific Areas	Circulation space within this area is ample and there are no obvious collision or tripping hazards in the direct lines of travel. The free-standing information boards in the middle of the lobby area colour contrast strongly with the floor and can also be detected by long cane users at ground level.	N/A			5
32	Main Concourse	Specific Areas	All of the seating provided in this area has armrests and this is likely to make it more difficult to use for people, such as wheelchair users, who find the armrests an obstacle to sitting down and rising from a seated position.	Provide a range of seating some with armrests and some without armrests.	C	15	6
33	Main Concourse	Specific Areas	There are two ticket machines located in the concourse area. These are located beyond the direct lines of travel through the concourse and the various controls and slots for money are positioned between heights of 900mm and 1,200mm. The keypad and the touch screen are located at approximately 1,100mm from floor level. These are features of good practice.	N/A			

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
34	Main Concourse	Specific Areas	There are four payphones located in this area. These have coin slots located at a height of 1,400mm above floor level and keypads and handsets located at approximately 1,100mm. These features are likely to be too high for some wheelchair users and people of shorter stature.	Provide at least one telephone with controls located between 750-1,040mm above floor level.	C	9	
35	Main Concourse	Specific Areas	People queuing on the concourse to use the ticket office are controlled by tape barriers. The tape is located at a height of 900mm above floor level and there is nothing to detect at ground level for long-cane users. The uprights for this barrier are highly reflective and do not colour contrast strongly with the floor on which they are standing. These tapes and uprights constitute potential tripping hazards for blind and partially sighted people.	Replace the tape barriers with rigid colour-contrasting barriers that can be detected at floor level.	A	1	7
36	Main Concourse	Specific Areas	The real-time information screens in this area are located at a height of approximately 3m above floor level. They incorporate upper and lowercase text and colour contrast is strong between the white text and the black background. These are features of good practice.	N/A			

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
37	Main Concourse	Specific Areas	Other information provided in this area, such as timetable information, is located between 1,100mm and 2,000mm above floor level and this is likely to be easier to read for many people (including partially sighted people and wheelchair users). However, some of this information, such as the station names in the main timetables, is provided in uppercase text only which is likely to be more difficult to read for partially sighted people and for people with learning difficulties.	Provide information in accessible formats.	C	23	
38	Main Concourse	Specific Areas	Some areas of the floor in this part of the station are highly polished and are therefore reflective. This is likely to be confusing to some partially sighted people.	Institute a management procedure to ensure that a matt finish is provided when the floor is cleaned.	B	22,28	
39	Ticket Office	Specific Areas	There are four sales points all of which appear to be provided with induction loops to assist people using hearing aids. This is good practice.	N/A			
40	Ticket Office	Specific Areas	None of the sales points has a lower level section of counter to assist wheelchair users and people of shorter stature. Because of the sloping nature of this site the counters vary in height from 900mm above floor level to 1,200mm above floor level. This also affects the height of the chip and pin devices located on the counters.	Provide either dual-height counters or adjustable height counters.	C	8	7

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
41	Ticket Office	Specific Areas	The sales points are fitted with glazing but there are no obstructions between the counter staff and visitors. This is a feature of good practice as it is more likely to allow people to communicate using lip reading techniques.	N/A			
42	Ticket Barriers	Horizontal Circulation	The ticket barriers do not colour contrast strongly with adjacent surfaces and are therefore likely to be more difficult to identify for partially sighted people.	Highlight ticket barriers using colour and tonal contrast.	B	25	8
43	Ticket Barriers	Horizontal Circulation	A manually operated, wider access point controlled by staff is located immediately adjacent to the standard barriers. This provides a clear opening width of 900mm and is likely to make it easier for wheelchair users, people using mobility aids and people with assistance dogs to negotiate the barriers.	N/A			9
44	W H Smith	Specific Areas	Access to this shop is by means of a pair of double doors although only one leaf was open on the day of audit. This leaf provided a clear opening width of only 620mm. This is unlikely to be sufficient for wheelchair users, people using mobility aids and people with assistance dogs.	Widen the access point to this shop. (This could be achieved most easily by keeping both doors open during business hours).	B	5,28	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
45	W H Smith	Specific Areas	Circulation space within the shop itself is limited and at some points only 700mm clear width is available which is unlikely to be sufficient for wheelchair users, people using mobility aids and people with assistance dogs. The main cause of this lack of circulation space is the storage of items (e.g. newspapers) on the floor in between display cases.	Institute a management procedure to ensure that adequate circulation space is maintained.	B	10,28	
46	W H Smith	Specific Areas	A number of items such as cans of drink and magazines are located above head height which is likely to make them more difficult to reach for wheelchair users and people of shorter stature.	Institute a management procedure to ensure that items are located at a more accessible height. (Many wheelchair users are likely to find it uncomfortable to reach for items located more than 1,000mm above their shoulder level).	B	28	
47	W H Smith	Specific Areas	The counter in this shop is located at a height just over 900mm from floor level. This is likely to be too high for wheelchair users and people of shorter stature.	Provide a dual height counter including a lower section of counter at a height of 760mm above floor level.	C	8	
48	W H Smith	Specific Areas	There is no hearing-enhancement system provided at the counter in this facility to assist people who use hearing aids.	Install an induction loop.	C	27	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
49	Trekkers Express Café	Specific Areas	This café is accessed by means of a pair of glazed doors. Both leaves could be opened on the day of audit and each leaf provided a clear opening width of 650mm. However, it is likely to be difficult for wheelchair users, people using mobility aids and people with assistance dogs to open both doors to provide the required space to enter the facility.	Widen the access point to this shop. (This could be achieved most easily by keeping both doors open during business hours).	B	5,28	
50	Trekkers Express Café	Specific Areas	The glazed doors are slightly opaque but could still be confusing for some partially sighted people. A number of items applied to the upper part of these doors provide warning of the presence of glazing but there are no manifestations under a height of 1,200mm which could be confusing for partially sighted people and people of shorter stature.	Apply colour contrasting manifestations between heights of 850-1,000mm above floor level.	A	5,25	
51	Trekkers Express Café	Specific Areas	The metal handles on these doors do not colour contrast strongly with the doors themselves and are likely to be more difficult to identify for partially sighted people	Highlight handles using colour and tonal contrast.	B	25	
52	Trekkers Express Café	Specific Areas	These doors open outwards but there are no kickplates fitted to the inside of the doors to protect them from wheelchair footplates.	Install kickplates to the inside of the doors.	C	5	
53	Trekkers Express Café	Specific Areas	Although the entrance doors open outwards they are fitted with handles on the inside rather than pushplates. This could be confusing especially for partially sighted people.	Replace existing handles on the inside of these doors with pushplates.	C	5	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
54	Trekkers Express Café	Specific Areas	The height of the main counter is approximately 1,000mm above floor level which is likely to be too high for some wheelchair users and people of shorter stature. However, there is a lower level of counter immediately in front of the main counter which is 300mm deep and is approximately 700mm above floor level.	Institute a management procedure to ensure that this section of counter is kept clear of merchandise in order that it can be used by people unable to reach the main counter.	B	28	
55	Trekkers Express Café	Specific Areas	All of the seating provided inside and outside this café has armrests which is likely to make the seating more difficult to use for people, such as wheelchair users, who find the armrests an obstacle to sitting down and rising from a seated position.	Provide a range of seating some with armrests and some without armrests.	C	15	
56	Trekkers Express Café	Specific Areas	The tables provided by the café are highly reflective and do not colour contrast strongly with adjacent surfaces that they are viewed against. This is likely to make them more difficult for partially sighted people to identify.	Highlight tables using colour and tonal contrast.	B	25	10
57	Trekkers Express Café	Specific Areas	There is no hearing-enhancement system provided at the counter in this facility to assist people who use hearing aids.	Install an induction loop.	C	27	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
58	Trekkers Express Café	Specific Areas	The real-time information screen located inside this café is located at a height of approximately 2m above floor level. The screen employs upper and lowercase text and good colour contrast exists between the text and the background. The information is refreshed and not scrolled. These are features of good practice that are likely to make the information easier to read for partially sighted people and people with learning difficulties.	N/A			
59	Male Toilet Facility (adjacent concourse area)	Toilets	The entrance to this facility provides just over 700mm clear opening width. This is unlikely to be sufficient for people using mobility aids or people with assistance dogs.	Widen door to provide at least 750mm clear opening width.	C	5	
60	Male Toilet Facility (adjacent concourse area)	Toilets	There is a lack of strong colour contrast in this facility between items such as the wash basins and the walls on which they are mounted, and the cubicle doors and adjacent pilasters. There is also a lack of contrast between the hand-drying machines and the walls on which they are mounted. The floor and the walls also do not colour contrast strongly. This lack of colour contrast is likely to make the facility more difficult to use for partially sighted people.	Highlight critical surfaces and fixtures and fittings using colour and tonal contrast.	B	25	11
61	Male Toilet Facility (adjacent concourse area)	Toilets	The wash basins in this facility are fitted with twist-action taps which are likely to be more difficult to use for people with a reduced level of manual dexterity.	Replace existing taps with single lever-action mixer taps.	C	20	12

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
62	Male Toilet Facility (adjacent concourse area)	Toilets	The toilets in the cubicles are flushed by means of chains suspended from the cisterns. These are likely to be more difficult to use for people of shorter stature and people with a reduced level of manual dexterity.	Consider lowering the cisterns and providing flush handles on these cisterns.	C	19,20	
63	Male Toilet Facility (adjacent concourse area)	Toilets	The D-shaped handle on the inside of the door to this facility does not colour contrast strongly with the door itself and this is likely to make it more difficult to locate for partially sighted people.	Highlight handle using colour and tonal contrast.	B	25	
64	Male Toilet Facility (adjacent concourse area)	Emergency Egress	There is no visual fire alarm provided inside this facility to alert people unable to hear audible alarms.	Install a visual fire alarm.	A	26	
65	Male Toilet Facility (adjacent concourse area)	Toilets	There is no provision for people who are ambulant disabled and who need more space and support than is normally provided in standard toilet cubicles.	Install a cubicle for people who are ambulant disabled.	C	31	
66	Female Toilet Facility	Toilets	This facility was very busy on the day of audit and could not be appraised.	Review existing provision in the context of comments and recommendations made in relation to the male facilities.	B	28	
67	Accessible Toilet Facility and Baby-Change Facility	Toilets	This facility can only be accessed by means of a Radar key. The facility should be available on the same basis as the standard toilet facilities.	Replace the existing lock to remove the need to use a Radar key.	C	19	
68	Accessible Toilet Facility and Baby-Change Facility	Toilets	A Radar key is available in the Customer Assistance Office although this is not indicated outside the accessible toilet facility.	Prior to redeveloping the door, to dispense with the need for a Radar key, signage should be provided informing people where they can acquire the Radar key.	C	23	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
69	Accessible Toilet Facility and Baby-Change Facility	Toilets	The location of these two facilities in one room does not meet best practice guidelines and is likely to compromise the effectiveness of both functions. The space within this facility has an irregular, tapering shape and measures 1,300mm deep at the narrowest point to 2m depth at the widest point. The width of the facility is 2,700mm. This does not meet the configuration or dimensions recommended in best practice guidelines and is likely to be more difficult to use for wheelchair users.	Relocate the baby change facilities. Consideration should be given to incorporating baby-change facilities in a separate facility. Redevelop this facility to meet best practice guidelines. (The relocation of the baby-change facilities will accommodate the redevelopment of this area).	D	19,20	13
70	Accessible Toilet Facility and Baby-Change Facility	Toilets			D	19,20	13
71	Accessible Toilet Facility and Baby-Change Facility	Toilets	Colour contrast between the floor and the walls is not strong but contrast between the grab rails and the walls on which they are mounted is better though this contrast is reduced somewhat by the use of two lines of dark green tiles which do not contrast with the black grab rails. These features are likely to make it more difficult for partially sighted people to orientate themselves within the facility (because the walls and floor are a similar colour and tone) although they are more likely to be able to identify the fixtures and fittings.	Highlight the floor and walls using colour and tonal contrast.	B	25	14
72	Accessible Toilet Facility and Baby-Change Facility	Toilets	The toilet is flushed by using a chain suspended from a high-level cistern. This is likely to be more difficult to use for people with a reduced level of manual dexterity and people of shorter stature.	Lower the cistern and provide flush handles on the cistern.	C	19,20	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
73	Accessible Toilet Facility and Baby-Change Facility	Emergency Egress	There is no visual fire alarm provided inside this facility to alert people unable to hear audible alarms.	Install a visual fire alarm.	A	26	
74	Accessible Toilet Facility and Baby-Change Facility	Toilets	The wash basin is fitted with a lever-action tap which is a feature of good practice. However on the day of audit there was no water coming from this tap.	Institute remedial work to ensure that water is available in this facility.	B	28	
75	Accessible Toilet Facility and Baby-Change Facility	Toilets	The door to this facility provides 900mm clear opening width. This meets best practice guidelines.	N/A			
76	Customer Assistance Office	Specific Areas	This room is accessed via a pair of double doors of which only one leaf was open on the day of audit. This leaf provides just over 500mm clear opening width which is unlikely to be sufficient for wheelchair users, people using mobility aids and people with assistance dogs.	Widen the access to this office. This could be achieved by installing a leaf-and-a-half door configuration especially as leaving both doors open is probably not an option given the noise that emanates from the concourse area.	C	5	
77	Customer Assistance Office	Specific Areas	The counter in this room is located at a height of 900mm above floor level and, given that people (e.g. contractors) are required to sign-in, this counter is likely to be too high for wheelchair users and people of shorter stature. There is also no area under the counter top to accommodate wheelchair users.	Install a dual height counter that meets best practice guidelines.	C	8	
78	Customer Assistance Office	Specific Areas	There is no hearing-enhancement system provided in this room to assist people who use hearing aids.	Install an induction loop.	C	27	
79	Meeting Room	Signage	There is no signage on the door to this room to indicate its present usage.	Install appropriate signage in accessible formats.	C	23	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
80	Meeting Room	Specific Areas	The door to the room provides only 650mm clear opening width which is unlikely to be sufficient for wheelchair users, people using mobility aids and people with assistance dogs. There appears to be scope to widen this door considerably.	Widen the door to provide at least 800mm, preferably 900mm clear opening width.	C	5	15
81	Meeting Room	Specific Areas	None of the seating in this room has armrests and this is likely to make the seating more difficult to use for people with a reduced level of mobility and blind and partially sighted people who require the support and guidance that armrests provide.	Provide a range of seating some with armrests and some without armrests.	C	15	
82	Meeting Room	Specific Areas	The seating does not contrast strongly with the floor surface and this is likely to make it more difficult to locate for partially sighted people.	Highlight seating using colour and tonal contrast.	C	25	
83	Meeting Room	Specific Areas	There is no hearing-enhancement system provided in this room to assist people who use hearing aids.	Install an induction loop.	C	27	
84	Meeting Room	Specific Areas	Lighting levels are good in this area and this is likely to make it easier for partially sighted people to move around the room and identify features within it.	N/A			
85	Stairs	Vertical Circulation	There is no tactile warning surface provided at the bottom of the steps to alert blind and partially sighted people to the presence of the steps.	Provide the tactile warning surface at the bottom of the two flights of steps.	A	4	16

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
86	Stairs	Vertical Circulation	The steps that provide access to platforms 4 to 7 from the main concourse area do have highlighted nosings which is a feature of good practice. However, the highlighting is extremely worn in places and this is likely to make the steps more difficult to use for partially sighted people.	Refresh the step nosings in order that a strong contrast is provided between the steps and the step nosings.	A	11,25	16
87	Stairs	Vertical Circulation	The steps are provided with handrails but the handrails do not extend horizontally at the bottom of the flight to provide support for people with a reduced level of mobility or guidance for blind and partially sighted people.	Extend the handrails at the bottom of this flight in accordance with best practice guidelines.	A	13	16
88	Stairs	Vertical Circulation	The handrails are metal and are cold to the touch. This is likely to make them more difficult to use for people with sensitive hands.	Provide handrails that are warm to the touch.	C	13	
89	Bridge to Platforms 4-7	Vertical Circulation	This bridge linking platforms 1,2 and 3 to platforms 4, 5, 6 and 7 effectively creates two ramps approximately 14m long and with a gradient of 1:14. The bridge is also not fitted with any handrails to provide assistance for people with a reduced level of mobility. Lifts are provided as an alternative means of crossing the lines which is a feature of good practice but handrails would still be useful to people with a reduced level of mobility preferring to use the bridge to the lifts.	Install handrails that meet best practice guidelines.	C	13	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
90	Bridge to Platforms 4-7	Vertical Circulation	The length of the slopes created by the bridge exceed the minimum ramp length recommended in best practice guidance.	Consider redeveloping the bridge to provide gentler gradients that meet best practice guidelines.	D	12	
91	Bridge to Platforms 4-7	Horizontal Circulation	The lifts are linked by a horizontal walkway. This walkway was quite wet on the day of audit and puddles had formed along some sections of its length. This is likely to make it more difficult to use for people especially wheelchair users and people with a reduced level of mobility. The surface water is likely to be a significant hazard in freezing conditions.	Review the roof and surface of the walkway to ensure that a firm, dry surface is maintained at all times.	A	3	
92	Bridge to Platforms 4-7	Horizontal Circulation	There is a barrier in between the walkway between the lifts and the bridge. This is necessary due to the difference in level between the ends of the bridge and the walkway. However, the gates in the middle of the barrier, which allow people to move between the walkway and the bridge, project into the line of travel on the walkway and are therefore a potential collision hazard for partially sighted people.	Review the purpose of these gates and consider removing them altogether or replacing them with sliding gates in order to remove the collision hazard.	B	1,3	
93	Male Toilet Facility (Platform 4)	Toilets	This facility is accessed by means of a pair of double doors. Both doors could be opened on the day of audit and each leaf provides a clear opening width of 550mm. However, it is unlikely that people with a reduced level of mobility or people with assistance dogs would be able to easily open both doors at the same time.	Widen the access point to this facility. (This could be achieved most easily by keeping both doors open during business hours).	B	5,28	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
94	Male Toilet Facility (Platform 4)	Toilets	There is a lack of strong colour contrast in this facility between features such as the wash basins and the hand dryer, and the walls on which these fittings are mounted. There is also a lack of contrast between the floor and the walls. These features are likely to make the facility more difficult to use for partially sighted people.	Highlight critical surfaces and fixtures and fittings using colour and tonal contrast.	B	25	
95	Male Toilet Facility (Platform 4)	Toilets	The wash basins in this facility are fitted with twist-action taps which are likely to be more difficult to use for people with a reduced level of manual dexterity.	Replace existing taps with single lever-action mixer taps.	C	19,20	
96	Male Toilet Facility (Platform 4)	Toilets	On the day of audit the floor of this facility was wet and slippery and this is likely to make the facility more difficult to use especially for people with a reduced level of mobility.	Institute a management procedure to ensure that the floor of this facility is kept dry.	B	22,28	
97	Male Toilet Facility (Platform 4)	Emergency Egress	This facility is not fitted with a visual fire alarm to alert people unable to hear audible alarms.	Install visual fire alarms.	A	26	
98	Male Toilet Facility (Platform 4)	Toilets	These toilets are flushed by means of a chain suspended from a high level cistern.	Consider lowering the cisterns and providing flush handles on these cisterns.	C	19,20	
99	Male Toilet Facility (Platform 4)	Toilets	There is no provision for people who are ambulant disabled and who need more space and support than is normally provided in standard toilet cubicles.	Install a cubicle for people who are ambulant disabled.	C	31	
100	Female Toilet Facility Platform 7	Toilets	This facility has similar general characteristics to the male facility.	See comments and recommendations for male toilet facility on platform 4.			

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
101	General	Toilets	There is no accessible toilet facility between platforms 4 and 7. The only accessible toilet facility is the one adjacent to the station entrance lobby. Accessible toilet facilities should be available where standard toilet facilities are available.	Provide accessible toilet facilities in this part of the station (i.e. between platforms 4 and 7).	D	19,20	
102	Trekkers Express Café (Between Platforms 4 and 7)	Specific Areas	This café can be accessed from either platform 4 or platform 7 via pairs of double doors. Each leaf of these doors provides a clear opening width of 650mm. This is unlikely to be sufficient for wheelchair users, people with mobility aids and people with assistance dogs.	Widen access to this facility. (This could be achieved by installing automatic doors or by installing a leaf-and-a-half door configuration. Leaving both doors open during poor weather conditions would not be an option).	C	5	
103	Trekkers Express Café (Between Platforms 4 and 7)	Specific Areas	These entrance doors are fitted with kick-plates which is a feature of good practice as they protect the doors from the foot-plates of wheelchairs. However the kick-plate on the outside of the door on platform 7 was missing on the day of audit.	Replace missing kick-plate.	B	5	
104	Trekkers Express Café (Between Platforms 4 and 7)	Specific Areas	None of the seating provided inside and outside this café has armrests and this is likely to make the seats more difficult to use for people with a reduced level of mobility and blind and partially sighted people who require armrests for support and guidance when sitting down or rising from a seated position.	Provide a range of seating some with armrests and some without armrests.	C	15	17

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
105	Trekkers Express Café (Between Platforms 4 and 7)	Specific Areas	Tables provided by the café do not contrast strongly with the floor surface against which they are likely to be viewed. This is likely to make them more difficult to identify for partially sighted people.	Highlight tables using colour and tonal contrast.	C	25	17
106	Trekkers Express Café (Between Platforms 4 and 7)	Specific Areas	The counter in this facility is located at a height of 950mm which is likely to be too high for wheelchair users and people of shorter stature.	Install a lower section of counter at a height of 760mm above floor level with clear space 700mm high underneath the counter to provide leg room for wheelchair users.	C	8	
107	Trekkers Express Café (Between Platforms 4 and 7)	Specific Areas	Light levels appeared low on the day of audit. Lux readings recorded on the day indicated levels lower than 100 lux in all areas of the café. This is likely to make the facility more difficult to use for partially sighted people.	Provide an even distribution of adequate light levels.	C	24	
108	Trekkers Express Café (Between Platforms 4 and 7)	Specific Areas	The real-time information screen in this facility is located at approximately 2m above floor level. It employs upper and lowercase text and colour contrast between the green text and the black background is strong. These are features of good practice and are likely to make the information easier to read for partially sighted people.	N/A			

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
109	Trekkers Express Café (Between Platforms 4 and 7)	Specific Areas	There is a section of counter located adjacent to the display of condiments and cutlery. This counter projects 300mm into the line of travel at a height of approximately 900mm above floor level. This constitutes a potential collision hazard for blind and partially sighted people as it cannot be detected at ground level.	Provide a tapping rail near floor level.	C	1	
110	Trekkers Express Café (Between Platforms 4 and 7)	Specific Areas	There are a number of items at the counter, such as chocolate bars, that are located above head height and are likely to be more difficult to reach for wheelchair users and people of shorter stature.	Institute a management procedure to ensure that items are located at more accessible heights around the counter area and throughout the café.	B	28	
111	Trekkers Express Café (Between Platforms 4 and 7)	Specific Areas	There is no hearing enhancement system provided at the counter in this facility to assist people who use hearing aids.	Install an induction loop.	C	27	
112	Unused Platform	Platforms	There is an unused platform opposite platform 1. This platform provides the route between the east car park and the ticket office but there is no tactile warning surface in place to alert blind and partially sighted people to the proximity of the drop on to the railway line.	Install the tactile warning surface in accordance with best practice guidelines.	A	4	18

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
113	Platform 1	Platforms	There is a line of vertical columns located along platform 1. These columns appear to contrast strongly with adjacent surfaces against which they are viewed and there are adequate circulation routes on both sides of the columns. The columns do not seem likely therefore to constitute a significant collision hazard.	N/A			
114	Platform 1	Platforms	The platform edge has a 150mm contrasting white strip. The tactile warning surface is also in place along the length of the platform to a depth of 400mm and 750mm away from the platform edge. These are features of good practice and are likely to alert blind and partially sighted people to the location of the edge of the platform and the drop onto the railway line.	N/A			
115	Platform 1	Platforms	None of the seating provided in between platform 1 and platform 3 has armrests to assist blind and partially sighted people and people with a reduced level of mobility.	Provide a range of seating some with armrests and some without armrests.	C	15	
116	Platform 1	Platforms	The seating between platform 1 and platform 3 does not colour contrast strongly with the surface of the platform and this is likely to make it more difficult to identify for partially sighted people.	Highlight seating using colour and tonal contrast.	B	25	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
117	Platform 2	Platforms	This platform does have a white edging but it does not have the correctly specified tactile warning surface to alert blind and partially sighted people to the presence of the railway line.	Install the tactile warning surface in accordance with best practice guidelines.	A	4	
118	Platform 3	Platforms	This platform has similar characteristics to platform 1.	See comments and recommendations for platform 1.			
119	Platform 4	Platforms	The tactile warning surface on this platform is located 900mm from the platform edge and is laid to a depth of 400mm. This meets best practice guidelines.	N/A			
120	Platform 4	Platforms	The seating provided on this platform offers a choice of seats; some with armrests and some without armrests. This is a feature of good practice as it is likely to accommodate people with differing seating requirements. However, the seats do not colour contrast strongly with the platform surface or adjacent walls and this is likely to make them more difficult to locate for partially sighted people.	Highlight seating using colour and tonal contrast.	B	25	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
121	Platform 4	Signage	The traditional red telephone box located on this platform is likely to be more difficult to use for wheelchair users, people of shorter stature and people with a reduced level of manual dexterity given the height and design of the door handle. The handle is located between 1,200-1,300mm from floor level. The box is also mounted on a 100mm plinth. A more accessible telephone box is available on the next platform a few metres away.	Provide signage adjacent to this telephone box to inform people of the location of the alternative provision.	C	23	
122	Platform 4	Platforms	The door of the telephone box is extremely stiff to open and this is likely to make it more difficult to use for people with a reduced level of mobility.	Adjust the door opening mechanism in order that the door is easier to open.	B	5	
123	Platform 5	Platforms	This has the same installation of the tactile warning surface as platform 4.	N/A			
124	Platform 6	Platforms	This has the same installation of the tactile warning surface as platform 1.	N/A			
125	Platform 7	Platforms	This platform does not have the tactile warning surface in place to alert blind and partially sighted people to the close proximity of the platform edge.	Install the tactile warning surface in accordance with best practice guidelines.	A	4	
126	Lift	Signage	There is a lack of directional signage in the entrance and main concourse areas relating to the lift facility.	Provide signage in accessible formats confirming the presence and location of the lift.	C	23	
127	Lift	Vertical Circulation	The doors to the lift do not colour contrast strongly with the adjacent surfaces and this is likely to make it more difficult for people, especially partially sighted people, to locate the facility.	Highlight lift doors using colour and tonal contrast.	B	25	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
128	Lift	Vertical Circulation	The lift doors provide over 1,200mm clear opening width which meets best practice guidelines.	N/A			
129	Lift	Vertical Circulation	The lift car measures 1,500mm wide x 2,300mm deep. Best practice guidelines recommend a minimum width of 1,950mm and depth of 1,400mm (preferably 1,500mm).	When the lift is redeveloped or replaced ensure that it meets best practice guidelines.	D	SRA Code of Practice	
130	Lift	Vertical Circulation	The lift is fitted with audible announcements. This is a feature of good practice as it is likely to make it easier for blind and partially sighted people to use the facility.	N/A			
131	Lift	Vertical Circulation	There is a lack of colour contrast in the lift car between the floor, the walls and the doors. This is likely to make it more difficult for partially sighted people to orientate themselves within the facility.	Highlight critical surfaces using colour and tonal contrast.	B	25	
132	Lift	Vertical Circulation	The rectangular shaped handrails provided in the lift do not meet best practice guidelines in terms of their profile and are likely to be more difficult to grip for people with a reduced level of mobility requiring their support.	Replace existing handrails with handrails that meet best practice guidelines.	C	13	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
133	Lift	Vertical Circulation	The controls for the lift are located between heights of 1,000-1,300mm above the floor of the lift and there is an additional emergency alarm button located at a height of 450mm from the lift floor to assist people in a prone position. The higher controls (above 1,100mm) are likely to be too high for some wheelchair users and people of shorter stature.	Lower controls to meet best practice guidelines.	C	14	
134	Lift	Vertical Circulation	The control buttons do not strongly contrast with the wall on which they are mounted although they do illuminate when operated. The lack of colour contrast is likely to make the buttons more difficult to locate and identify for partially sighted people. The emergency buttons do colour contrast strongly with the walls which is a feature of good practice.	Highlight the control buttons for the different levels using colour and tonal contrast.	B	25	
135	Lift	Vertical Circulation	On the day of audit a puddle had formed immediately outside the lift on platform 4. This is likely to be inconvenient for users and could create a slipping hazard especially for people with a reduced level of mobility.	Review the drainage of this area to ensure a firm, dry surface is provided.	A	3	

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
136	General	Horizontal Circulation	With the exception of the main concourse area and areas immediately adjacent to the main concourse, lighting levels around the station appeared low both on the first afternoon of the audit and on the following morning. This situation is likely to make the station more difficult to navigate around for partially sighted people in particular and is also likely to constitute a more general hazard and safety issue.	Undertake a review of lighting in all areas beyond the main concourse (i.e. platforms, steps, lift, bridge, and toilets).	A	24	
137	General	Horizontal Circulation	There is too little visual and audible real-time information provided around the station. Some of the announcements were not clear on the day of audit and this is likely to make them more difficult to understand for people who are deaf or hard of hearing. Some of the screens employ text that does not colour contrast strongly with the screen background and this is likely to make the information more difficult to read for partially sighted people.	Commission a review of the provision of real-time information around the station.			

Ref	Room / Room Reference	Element	Existing Situation	Recommendations	Category	Fact Sheet Reference	Photo Ref
138	General	Signage	The existing signage is of an adequate specification in terms of the use of upper and lowercase text and the colour contrast between black text and white background. However, the overall signage system is insufficient in providing directional and location information for some specific facilities, such as the lift, and there is a lack of signage at eye level to assist blind and partially sighted people navigate around the station. (The majority of existing signs are suspended signs well above head height and therefore inaccessible to blind and partially sighted people).	Commission a separate signage audit of the entire station.	C	23	

4.0 Photographs



Figure 1 – Car park signage.

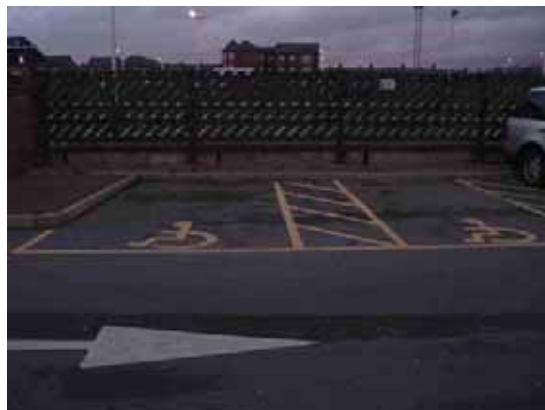


Figure 2 – Accessible parking bays.



Figure 3 – Steps from car park.



Figure 4 – Ramp from car park.



Figure 5 – Main concourse area.



Figure 6 – Main concourse seating.



Figure 7 – Ticket office area.



Figure 8 – Ticket barriers.



Figure 9 – Accessible barrier.



Figure 10 – Café table.



Figure 11 – Toilet cubicle.



Figure 12 – Wash basin.



Figure 13 – Accessible toilet and baby change facility.



Figure 14 – Accessible toilet.



Figure 15 – Meeting room door.

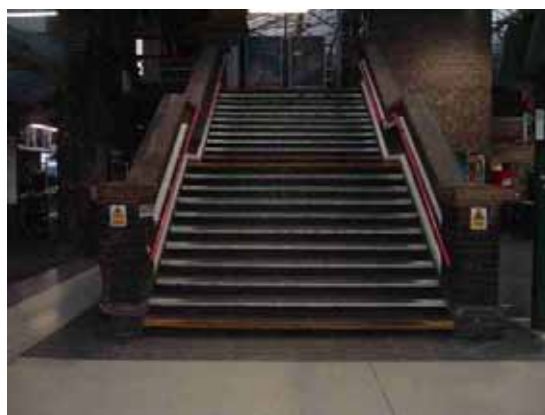


Figure 16 – Main stairs.

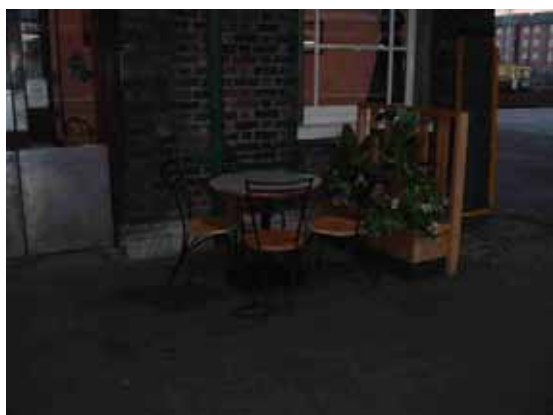


Figure 17 – Café seats.



Figure 18 – Disused platform.

5.0 Appendices

Appendix 1 JMU audit report statement on door opening force

Guidance on the maximum force required to open a door (opening force) has been updated to take into account fire safety requirements and practical considerations. Fire resistant doors need to stay closed in order to stop the spread of fire and external doors need to resist external conditions, such as wind and rain. Therefore, the opening force of a door, when measured at the leading edge, should not be more than 30 Newtons from 0° (door in closed position) to 30° open, and not more than 22.5 Newtons from 30° to 60° of the opening cycle.

When observations in this report state that the door opening force is satisfactory, it will fall within the above values (with possible variations of 2 or 3 Newtons depending on the quality of the measuring instrument).

Appendix 2 JMU audit report statement on lighting

Although lighting levels can be measured, the lighting levels measured in one particular location can vary greatly based on the time of day/year and the location that the light meter is placed in within the environment being measured.

JMU Access Partnership assess lighting conditions by using the following factors –

- levels of illumination
- the position, direction intensity and nature of light sources
- the influence of natural light
- potential sources of reflection and glare
- shadows or strong pools of dark and light

Appendix 3 JMU audit report statement on colour and tonal contrast

Blind or partially sighted people benefit from visual contrast between adjacent surfaces and between fixtures and fittings and the backgrounds they are viewed against.

Light reflectance values can be used to measure the difference in visual contrast between two surfaces. This can be measured using a spectrophotometer or hand held colorimeter. A spectrophotometer is not appropriate for use on site and would be used mainly in laboratory conditions. Hand held colorimeters can be used to measure light reflectance values on site, but measurements cannot be taken on curved surfaces or gloss finishes.

When undertaking access audits, JMU Access Partnership undertake observational assessments of the degree of visual contrast between adjacent surfaces.

**Passenger Focus
Chester Station
Consultation Exercise Report**

January 2007
Job Number 14097

JMU Access Partnership
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JMU Access Partnership

JMU Access Partnership is a pan disability, not-for-profit, Access Consultancy, part of the RNIB (Royal National Institute of the Blind).

Our aim is to help enable people with serious sight loss and other disabilities lead full and independent lives through improved access to the built environment. This is achieved through our consultancy, training, publications, research and policy activities.

Training and consultancy is delivered through our team of Access Consultants based in London and Leeds. Our consultants are drawn from the construction, design and research related professions. We understand the practical and technical constraints as well as the aesthetic aspirations of building designers and owners. This means that we can bring a fresh approach to each project, tailoring the solutions to our clients' needs and avoiding prescriptive or generic solutions wherever possible.

This report is available on disc, in large print format, Braille or tape upon request. Please contact JMU Access Partnership for further information.

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1.0 Introduction

2.0 Participant Comments

3.0 Recommendations

1.0 Introduction

This report follows a consultation exercise undertaken on 16th January 2007 at Chester Station and conducted by Steve Hill, Access Consultant with JMU Access Partnership, with assistance from Julie Warburton and Simon Pickering of Passenger Focus.

Methodology

The consultation exercise was undertaken to augment the findings of the access audit undertaken by JMU Access Partnership on 8th and 9th January 2007. The consultation on the 16th consisted of a walk-and-talk exercise involving four participants with a range of disabilities.

Participants were briefed at the beginning of the exercise on the background to the audit and consultation process. The JMU consultant and representatives of Passenger Focus then conducted a journey through the station, noting comments and recommendations from the participants. The day closed with a final feedback and consolidation session.

Participants

- Two wheelchair users plus one carer
- One blind, long-cane user

2.0 Participant comments

Approach

City Road / Station Road

- Most of the buses bringing people to the station do not have 'drop-downs' to assist people with a reduced level of mobility. (The exception is the 'Marks and Spencer' service which runs between this store and the railway station).
- Most of the buses do not park immediately outside the station which requires people to negotiate the crossing of City Road and Station Road. (The exception is the 'Marks and Spencer' service which runs between this store and the railway station and which drops people immediately outside the station).
- The only dropped kerbs in the vicinity of the station are in the area currently occupied by the taxis. These are inaccessible because of the taxis. Therefore there are no designated crossing points for pedestrians or for people using the buses that stop at the bus stops in City Road.

Car Parks

- There are gates between the east car park and the platform which provides the shortest and most direct route to the main concourse and ticket office. If these gates are locked during the evening then this would create a significant problem for wheelchair users, other people with a reduced level of mobility, and blind and partially sighted people wishing to use this route.
- There was a significant build-up of surface water on the routes between both car parks and the main concourse area. This is likely to create health and safety issues as well as being generally inconvenient.
- There is no cover over the route between the west car park and the main concourse area. This is also likely to create health and safety issues as well as being generally inconvenient.
- There is no lighting along the route between the west car park and the main concourse area. "It does not feel like a safe route".
- The pay and display machine in the west car park is located at the furthest point away from the accessible parking bays. This is likely to make it more difficult for people with a reduced level of mobility to purchase tickets.
- The pay and display machines in the car parks only take cash. For some people (e.g. people with a reduced level of manual dexterity) it is easier to use credit / debit cards than cash.
- There is a lack of space to manoeuvre vehicles adjacent to the accessible parking bays in the west car park. The only reason this was not a problem on the day of the consultation exercise was that only one of these bays was occupied. This is a health and safety issue.

Outside the Entrance

- The footway immediately outside the entrance to the station has a sloping surface which is likely to make it more difficult for wheelchair users and other people with a reduced level of mobility in particular to approach the station entrance.

- The structural uprights outside the station entrance are a potential collision hazard for blind and partially sighted people.

Entrance

- The entrance is not apparent to blind and partially sighted people.
- There is a lack of real-time information at the entrance to inform people of imminent departures as soon as they arrive.
- Some of the timetable information in the entrance lobby is too high for some wheelchair users especially those using glasses with varifocal lenses for whom the glare reflecting off the display is a problem. Some station information, including the key to symbols used in the timetable, is located too high for wheelchair users and partially sighted people.
- The print size is small and this compounds the problem.

Horizontal Circulation

- The positioning of buckets to catch water leaking through the roof of the station creates a tripping hazard and reduces manoeuvring space.
- The buckets may have contributed to the young girl slipping over in the main concourse area (see comment under 'Ticket Office').

Vertical Circulation

- On the day of the consultation exercise staff alerted participants that the lift was not working. However, no measures had been taken to alert other visitors to the station of this situation and in fact, over two hours later, staff on the far side of the station were still unaware of this situation. This is likely to be confusing for passengers and is also likely to cause some people to miss trains as wheelchair users are required to notify staff in advance that they need assistance to cross the lines to opposite sides of the station. Clearly, this is something they would be unable to do if they were not themselves given advance notice of the situation relating to the lift.
- The lift car was "smelly".
- There is no tactile warning surface at the bottom of the steps (both sides of the station) to alert blind and partially sighted people to the presence of the platform edge.
- Handrails on stairs do not continue at the top of the flight to provide guidance to blind and partially sighted people.

Platforms

- There is a lack of tactile warning surface on the unused platform which provides the route from the east car park and the main concourse area to alert blind and partially sighted people to the edge of the platform.
- The application of tactile warning surface is inconsistent (i.e. some platforms have tactile warning surface whilst others do not) which is possibly more hazardous for blind and partially sighted people than if none of the platforms had tactile warning surface.
- There is a manhole cover between the ticket barriers and platform 3 which could be mistaken by blind and partially sighted people for tactile warning surface.

Toilets

- The entrance door to the toilet facilities is heavy and also opens outwards onto the concourse. It is difficult to open for wheelchair users.
- The facility (in common with the standard toilets) was wet and dirty on the day of audit and the day on which the consultation exercise took place.
- There is only one accessible toilet facility on the station; there are two sets of standard toilets.
- "It is demeaning to have to ask for a key to gain access to this facility. Users of the standard toilet facilities do not have to ask for a key".
- Apparently there is only one key on the station; what happens if this gets lost?
- It is "wrong" to have the baby change facilities in this room. "The nappy bins smell".
- The accessible toilet does not have an automatic flush which is a good feature. Automatic flushes can be very inconvenient as they can be accidentally activated by people moving on the toilet seat.
- The provision of an emergency button is a feature of good practice as it allows people to summon assistance.
- There is an adjustable heater in the facility which is a feature of good practice.
- The facility is unisex and this is a good feature as it allows partners / carers to assist regardless of gender.
- The water provided in the wash basin is warm (not too hot or cold) and this is a good feature.
- The mirror is too high for wheelchair users despite being adjustable. The wheelchair users expressed contrary views on this point. The taller person did not have a problem using the mirror.

Specific Areas

Main Concourse

- The screens on the self-service ticket machines were reflecting light on the day of the consultation exercise and this was making it difficult for wheelchair users viewing the screen from their eye level. This was not a bright sunny day. The screens on the cash machines also create glare when viewed from the eye level of wheelchair users. This was compounded on the day of the consultation exercise by dirt on the screen.
- "These machines are not accessible to blind people".
- The public payphones (specifically the coin slots) in this area are likely to be too high for some wheelchair users.
- "The noise levels in the main concourse area make it more difficult to use the public payphones".
- One participant in a wheelchair commented that she would feel vulnerable getting cash from her bag to use the payphone.
- The use of different colours for flooring would be useful to delineate between different areas (e.g. concourse and café)

Customer Assistance Office

- The doors to this office are too narrow for wheelchair users to enter the room and approach the counter - one leaf is not wide enough and the second leaf was locked on the day of audit and the day on which the consultation exercise took place.
- Despite that a participant in a wheelchair requested information from a position at these doors, staff did not offer to open the locked door-leaf to permit them entry into the office itself.
- The counter does not have a low-level section to accommodate wheelchair users.

Ticket Office

- The ticket sales points are immediately adjacent to the main concourse area and the ticket barriers. The resulting noise levels make communication at the sales points more difficult.
- There is too little illumination on the faces of staff behind the counters to assist people trying to lip read.
- More than one member of staff observed during the consultation exercise placed their hands in front of their mouths whilst conversing with people buying tickets. This is also likely to make it more difficult for people trying to lip read.
- There is no low-level counter to accommodate wheelchair users.
- The position of the chip and pin machines denies wheelchair users security when using the device as they have to tilt it to read it; this makes it visible to people standing behind the wheelchair users.
- The floor slopes in front of the ticket sales points which is likely to make it more difficult for wheelchair users to steady themselves in this area.
- The slope also increases the hazard caused by the slippery floor surface adjacent to the ticket office area. (On the day of the consultation exercise a young, apparently able-bodied, girl slipped and fell over on this part of the concourse).

WH Smith

- Only one of the entrance doors was open and the open leaf did not provide sufficient width for wheelchair users. Staff opened the locked door when a wheelchair user attempted to enter the shop.
- There is a lack of circulation space inside the shop which means wheelchair users are likely to have to back-up a lot when other people are already standing in the aisles and blocking their route.
- Some items (magazines, drinks bottles) are located too high for wheelchair users. Instructions for the hot-drinks vending machine are also too high for wheelchair users to read.
- There was no induction loop facility at the counter to assist people using hearing aids.

Trekkers Express Café

- One table at the café adjacent to the main concourse had been positioned outside the café's designated area and this created a potential collision hazard for blind and partially sighted people.
- There was no induction loop facility at the counter to assist people using hearing aids.

Signage

- There is no directional signage on the junction of City Road and Station Road relating to the two car parks that are available for people using the station.
- There is no signage at the entrance to both car parks indicating that accessible parking bays are available.
- The text on signage is too small to read especially for wheelchair users and people of shorter stature.
- There is no signage between the west car park and the main concourse area and there is insufficient signage between the east car park and the main concourse area; i.e. it does not occur frequently along the route and is not illuminated to make it easier to locate and read.
- There is a lack of signage around the entrance and main concourse areas relating to the customer assistance office.
- Too much prominence is given to the photography booth (especially as so little signage is accorded to essential facilities such as the lifts and the customer assistance office).
- There is no signage in the entrance and main concourse areas to indicate the presence or location of the lift facility.
- There is no signage on Platform 4b relating to the lift facility and the signage on Platform 2 is too small.
- There is no signage on the bridge to direct wheelchair users between the two lift facilities and to clarify that the sloping section of the bridge leads to the steps on the other side of the station.
- There is no sign indicating where the radar key for the accessible toilet facility can be obtained.

Real-Time Information

- The audible announcements were poor; indistinct, had too much background noise and delivered too quickly on occasions.
- There did not seem to be many audible announcements on the day on which the consultation exercise was undertaken. This would make it more difficult for blind and partially sighted people in particular to obtain travel information.
- There is a lack of visual real-time information screens around the station which is likely to make it more difficult for all users of the station to obtain travel information.
- The visual real-time information that is provided is difficult to read because the font is too small, the displays are not bright enough, and the screens are too high above the ground.
- The audible and visual information systems were not synchronised at times on the day of the consultation exercise.

General

- There is no waiting room in the station. A room located on the far side of the station has a 'waiting room' sign outside it but this room was closed on the day of the consultation exercise and is located, in any case, on the far side of the station from the majority of facilities available at the station. There is nowhere warm and sheltered for people to wait for trains in what is a largely exposed environment.
- It would be useful for blind and partially sighted people to have a tactile map of the station available.

3.0 Recommendations

The following recommendations are based purely on the comments made by participants during the consultation exercise, undertaken on 16th January 2007 and are not necessarily endorsed by JMU Access Partnership.

Approach

City Road / Station Road

- Ensure that all bus services are able to drop / pick up people from points immediately in front of the station entrance.
- Install controlled crossings to accommodate people approaching the station on foot who need to cross City Road and Station Road.
- Install dropped kerbs to provide access to the footway at the front of the station entrance and ensure that sections of footway that are provided with dropped kerbs are not blocked by taxis or other vehicles.

Outside the Entrance

- Redevelop the footway immediately outside the station entrance to provide a level surface at this point.
- Remove the need for vertical structural supports in the area immediately outside the station entrance.

Car Parks

- Ensure that the gates located at the top of the steps and the ramp are not locked during business hours.
- Repair and maintain the canopy over the unused platform (between the east car park and the main concourse area) and maintain the platform surface to ensure that surface water does not collect to form puddles / ice sheets.
- Install a canopy over the route between the west car park and the entrance to the station adjacent to the photography booth.
- Install lighting along the route between the west car park and the station entrance adjacent to the photography booth.
- Provide a pay and display machine adjacent to the accessible parking bays in the west car park.
- Provide pay and display machines that accept credit / debit cards in addition to cash.
- Provide space at the end of the west car park, adjacent to the accessible parking bays, to allow people to manoeuvre their vehicles.

Entrance

- Provide a tactile surface outside the entrance doors to highlight its location.
- Provide audible and visual real-time information at the station entrance.
- Display timetable information at a more accessible height and using larger text.

Horizontal Circulation

- Repair the roof of the station in order to remove the hazards of puddles and of buckets placed in the direct line of travel to catch dripping water.

Vertical Circulation

Lift

- Institute a management procedure to ensure that when the lift is out of action people (passengers and staff) are alerted to the situation at the earliest opportunity. This could be achieved through staff informing people as they enter the station, by audible announcements on the loudspeaker system, through a visual sign being placed at the entrances to the station, and by improving communication procedures between members of staff on opposite sides of the station.
- Institute a management procedure to ensure that the lift is cleaned frequently and not allowed to become dirty / smelly.

Stairs

- Install the tactile warning surface at the bottom of both flights of stairs (i.e. on the two sides of the station).
- Provide handrails that extend 300mm beyond the top of the stairs.

Platforms

- Install the tactile warning surface to all platforms in accordance with best practice guidelines.

Toilets

- Adjust the door closer mechanism on the door to the toilet facilities in order that the door is easier to open.
- Institute a management procedure to ensure that the toilets are frequently cleaned.
- Provide accessible toilet facilities on both sides of the station.
- Ensure that the accessible toilet facilities are available on the same basis as the standard toilet facilities.
- Ensure that more than one key for the accessible toilet is available.
- Provide separate facilities for accessible toilets and baby-changing rooms. ("In the US family toilets are provided in order that parents can take babies with them when they use the toilets").
- Install a mirror that is more likely to be accessible to wheelchair users and people of shorter stature.

Specific Areas

Main Concourse

- Undertake measures to eliminate the glare that reflects off the ticket machines and the cash machines located in this area. This could be achieved by installing shields around the screens.
- Investigate the introduction of ticket machines that can be used by blind people.
- Provide at least one payphone at a lower height so that it is accessible to wheelchair users.
- Undertake measures to reduce the noise levels around the public payphones. This could be achieved by installing shields around the telephones or improving the acoustics in this area.

- Consider providing a public payphone in a supervised area (e.g. the customer assistance office) for passengers feeling vulnerable using the facilities on the main concourse.

Customer Assistance Office

- Widen the access to this office. This could be achieved by installing automatic doors (this would provide the width but would keep noise out when the doors are not in use) or by providing a leaf-and-a-half door configuration where the wider leaf provides the required width for wheelchair users, people using mobility aids and people with assistance dogs.
- Ensure that staff are aware that, at present, some people are unable to access the office through these doors unaided. A management procedure should be instituted to ensure staff offer assistance when it is required.
- Provide a dual-height counter in this office to assist wheelchair users and people of shorter stature.

Ticket Office

- Consider relocating or enclosing the sales points in order that they are not subject to the noise levels prevalent in the main concourse.
- Ensure staff do not cover their mouths when speaking to passengers in order that passengers are able to lip read.
- Improve the lighting on both sides of the counters in order that the faces of people on both sides are illuminated and lip reading is easier.
- Install a low-level ticket counter or provide adjustable-height counters to assist wheelchair users and people of shorter stature purchase tickets. Lower-level counters are also likely to improve privacy for wheelchair users and people of shorter stature when using the chip and pin machines located on the counters.
- Redevelop the floor surface immediately adjacent to the ticket sales points in order to provide a level surface.

WH Smith

- Institute a management procedure to ensure both entrance doors are left open to provide adequate width for wheelchair users, people using mobility aids and people with assistance dogs. Consideration should be given to installing automatic doors or a leaf-and-a-half door configuration in order to provide the required width without people having to manually open two doors.
- Institute a management procedure to ensure that adequate circulation space is maintained inside the shop to assist wheelchair users, people using mobility aids and people with assistance dogs.
- Institute a management procedure to ensure that items are not located too high for wheelchair users and people of shorter stature.
- Install an induction loop system at the counter to assist people who use hearing aids.

Trekkers Express Café

- Institute a management procedure to ensure that tables are not located outside the café area and in the main circulation space in the main concourse.

- Install an induction loop system at the counter to assist people who use hearing aids.

Signage

- Provide directional signage on the approach to the station to confirm the location of car parks and the availability of accessible parking bays.
- Provide directional signage at the entrance to the station car parks to confirm the location of accessible parking bays.
- Ensure that signage is provided at accessible heights and incorporates text that is likely to be easier to read by wheelchair users and partially sighted people.
- Increase and improve the provision of signage between the car parks and the main concourse area.
- Increase and improve the provision of signage relating to the customer assistance office.
- Introduce a hierarchy in the signage system (e.g. more prominence should be accorded to signs relating to essential facilities such as the customer assistance office and lift and less prominence should be accorded to the photography booth).
- Provide signage on the bridge directing people between the two lift facilities.
- Whilst a radar key is required to gain access to the accessible toilets signage should be provided adjacent to the door to this facility indicating where the key can be obtained.

Real-Time Information

- Improve the quality and increase the quantity of the audible announcements.
- Improve the quality and increase the quantity of visual information systems. ("There are good examples at Cardiff station")
- Institute a management procedure to ensure that the audible and visual information systems are synchronised.

General

- Provide waiting rooms on both sides of the station in order that people are able to wait for trains in safe and comfortable areas. ("In the US waiting rooms are only available to people with tickets in order to avoid abuse of the facilities. People requiring assistance are picked up from the waiting areas and escorted to their trains").
- Provide tactile maps of the station to assist blind and partially sighted people.



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