APPROVED – 7 DECEMBER 2011

The latest Supplementary Planning Guidance can be found online at:- www.northlanarkshire.gov.uk/spg

A. Reception Area

1. A building's reception area will generally be the first area visited and must be accessible to all. Any reception point should be easily identifiable from the building entrance and have a direct approach free from obstructions.

2. A reception counter for standing users should be 950—1100mm high, and for seated users 700mm high (to underside of counter) with a staggered knee recess 500mm deep on both sides.

Reception counters should be suitable for seated users

3. Reception points should be provided with a hearing enhancement system for which it is important that regular testing is carried out.

4. Some people with a hearing impairment may lip read, therefore good lighting and avoiding glass screens at reception areas is important.

5. Good acoustics will also assist those with a hearing impairment. The use of shielding and sound absorbent finishes, e.g. soft flooring or curtains, can help in hard (reverberant) areas. Any queuing system should include both visual and audio announcements.

6. Signage plays an important part in wayfinding and good clear accessible signage with the incorporation of symbols will assist, along with staff trained in disability awareness.

STANDARD PUBLIC INFORMATION SYMBOLS

International symbol for access, indicating routes and facilities with full accessibility.

Facilities for deaf people, for blind and partially sighted people, and or to enhance microphone sound for people whose hearing aid is fitted with a "T" switch.

7. Information provision in alternative formats, languages and common symbols should be considered.

8. If seating is provided in a waiting area it is good practice to provide seats at differing heights with and without arms. Contrasts in colour with the adjoining surfaces also helps.

9. It is good practice in waiting areas to provide space for buggies, wheelchairs and assistance dogs.

B. Hearing loops

1. These should be available in reception areas and in meeting rooms. Periodic checks should ensure they work.

2. Signage of available hearing loop systems should be displayed.

C. Signage

1. Signs in reception areas should be prominent to indicate provision of an induction or other hearing loop, sign language interpretation or any other means of assistance or facilities for people with a disability.

2. Signage should be clearly visible and legible, using a sans serif font. Good colour contrast makes it clearer. Lower case lettering is preferred as it is easier to read.

3. Standard symbols should be used as part of signage to highlight facilities, and raised numerals or symbols can assist visually impaired people. The use of large print and Braille should also be considered for information provision.

4. Signs should be consistent, thorough and continuous along routes - used to reinforce the legibility of the design.

D. Lighting

1. Good non reflective lighting assists wayfinding and the reading of signage, and transitional lighting will assist at the building entrance.

E. Colour Contrast

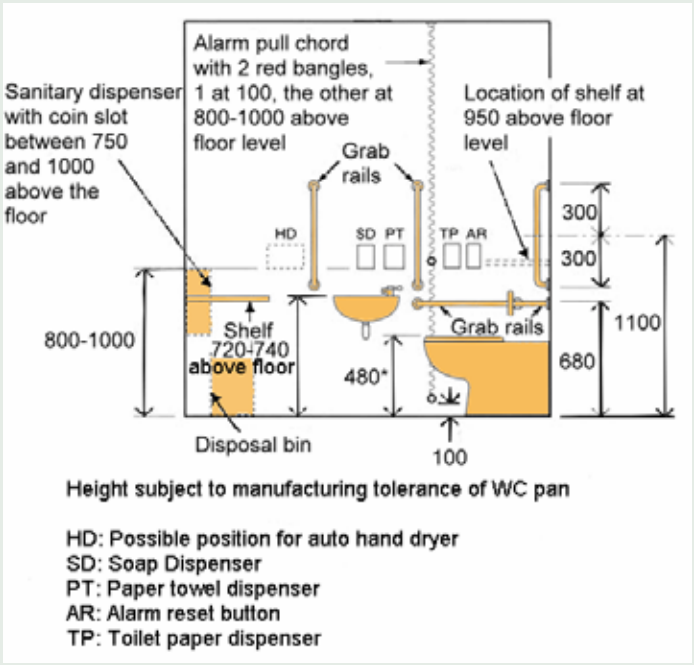
1. Visually impaired people often have difficulty distinguishing between shades of colour. Contrasting colours need to be used for furnishings and to distinguish between doors, walls and floor surfaces and to make access routes clear.

2. Large mirrors, areas of glass and shiny metal or other reflective surfaces can cause difficulties. Highly polished or highly patterned floor coverings should also be avoided.

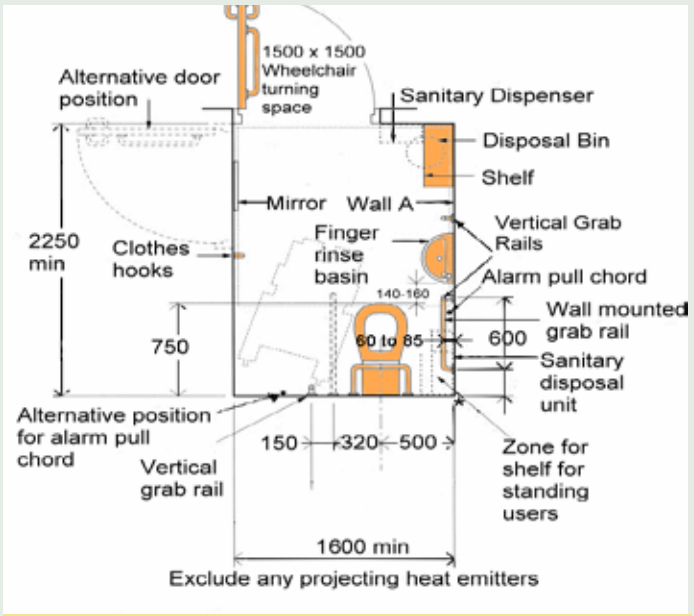
Poor colour contrast makes wayfinding difficult

F. Access to controls

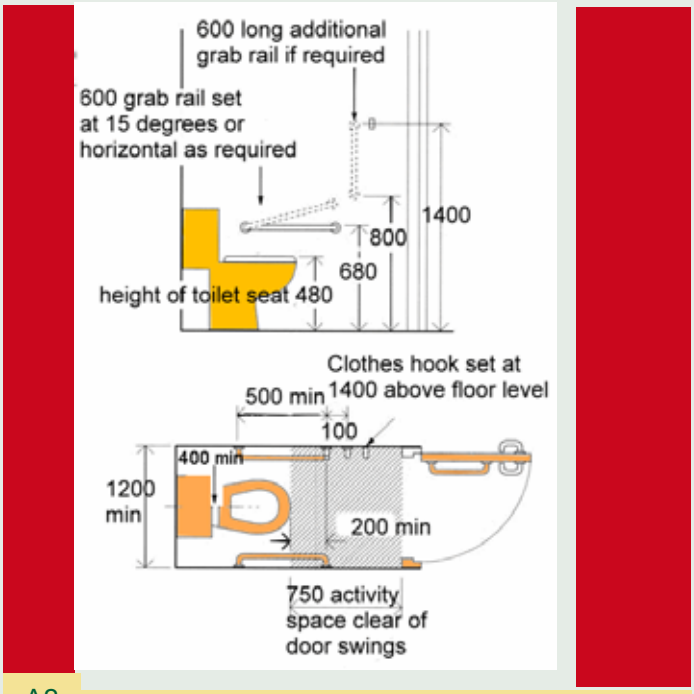
1. All controls must allow safe and convenient use by all. Outlets and controls of electrical fixtures should be at least 350mm from any internal corner, projecting wall or other obstruction, and be not more than 1200mm above floor level. Socket outlets should be at least 400mm above floor level, or at least 150mm above a worktop or other projecting surface. Light switches should be positioned at a height between 900 and 1100mm above floor level.



Heights and arrangement of fittings in a unisex wheelchair accessible toilet



Wheelchair Accessible Toilet dimensions



Enlarged WC Cubicle dimensions

ACCESSIBILITY FOR ALL ...
SPG.17 APPENDIX:
G. Toilet provision

1. A wide range of people find it either impossible or extremely difficult to use standard WC accommodation. Everyone should have equal access to toilet facilities.

2. Where there is space only for one toilet in a building, it should be a unisex wheelchair accessible toilet in accordance with the layout and measurements shown. A mimimum of 1500mm by 1500mm manoeuvring space is required. At least one unisex wheelchair accessible WC should be located where toilets are provided for customers, visitors or staff.

3. One should be located as close as possible to the entrance or waiting area of a building and be signed and located in a similar position on each floor of a multi-storey building. There should be right and left handed transfer WC's on alternate floors.

4. A wheelchair user should not have to travel more than 40m to a toilet owing to a need for quick access. Also for this reason, any baby changing facilities should preferably be provided separately.

5. Doors to an accessible toilet should be outward opening with a horizontal closing bar on the inside if not fitted with a self closer. Sliding or bi-fold doors are alternatives, provided they are easy to open / close.

6. All fittings and grab-rails (non-slip preferred) should contrast visually with the background wall, and there should be contrast between the walls and floor to aid visually impaired users.

7. In a building with a number of Wheelchair Accessible Toilets, consideration should be given to providing a Changing Places Toilet (CPT), with extra space and a changing bench facility - see www.changing-places.org for more details.

8. No obtrusions eg from soil vent pipe, boxing for drainage or waste bins must obstruct the use of the toilet.

9. Door handles should be easily operable and contrast visually. Locking lever handles are easiest for most to use.

10. Where there are 4 or more cubicles in a same sex toilet one of these should be an enlarged cubicle for use by people who need extra space, like parents with young children or people with shopping or luggage. The minimum width of these toilets should be 1200mm. See illustration for further dimensions.

11. The number of toilet facilities required will depend on occupancy figures. Contact Building Standards service for further guidance.

A CPT Wheelchair Accessible Toilet

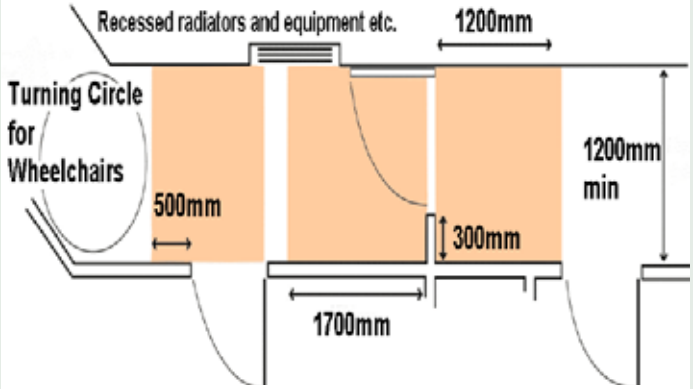
H. Corridors

1. Ease of movement around a building benefits everyone. Corridors therefore need to be of sufficient width to suit all users. Minimum widths should be at least 1200mm, excluding any projections into the corridor, and routes must be kept free from obstacles.

2. Where the unobstructed width of a corridor is less than 1800mm, passing places should be at least 1800mm long and 1800mm wide at reasonable intervals to allow wheelchairs to pass at corridor junctions and similar.

3. Continuous handrails should be provided to give support and safe passage, and have positive ends (return to wall or floor) and colour contrast, with a diameter of 40-50mm and a clearance of 50-60mm from a wall.

4. Floor finishes should be slip resistant and non reflective. Any glass screen should have suitable manifestations or etchings to prevent collisions.



Obstructions such as a radiator (if it cannot be recessed) may project up to 100mm reducing a corridor width to 1.1m, over a maximum length of 900mm.

Shaded areas show required unobstructed space requirements for approaching doors. All dimensions are clear widths.

I. Vertical Circulation- Lifts

1. A passenger lift is the most suitable means of vertical access for everyone and should be provided wherever possible and signs to the lift should be clearly visible from the building entrance.

2. Minimum dimensions of the lift car should be 1100 wide x 1400mm deep. A larger lift will allow a wheelchair user to turn around, otherwise a mirror should be provided to allow safe exit.

3. Power operated sliding doors should provide a minimum clear opening of 800mm and be fitted with timing and re-opening activators.

4. Lift controls should include braille and be located between 900 and 1100mm from the floor and be at least 400 mm from any return wall.

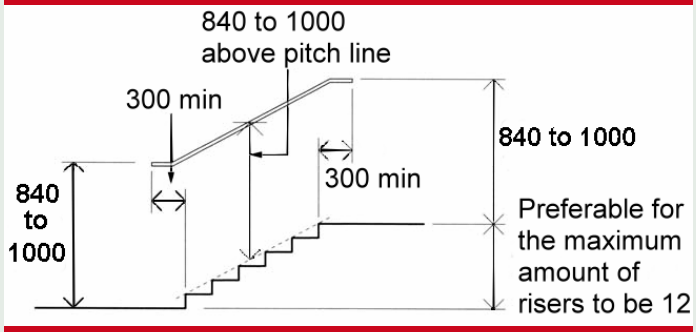
5. Audible and visual indication of lift arrival and location should be provided in the lift car and on all landings.

J. Internal Stairs

1. Any flight of stairs should ideally contain no more than 12 steps or risers, with a uniform rise of each step of between 100 and 170mm, and a uniform going of each step of at least 250mm, preferably 350 mm.

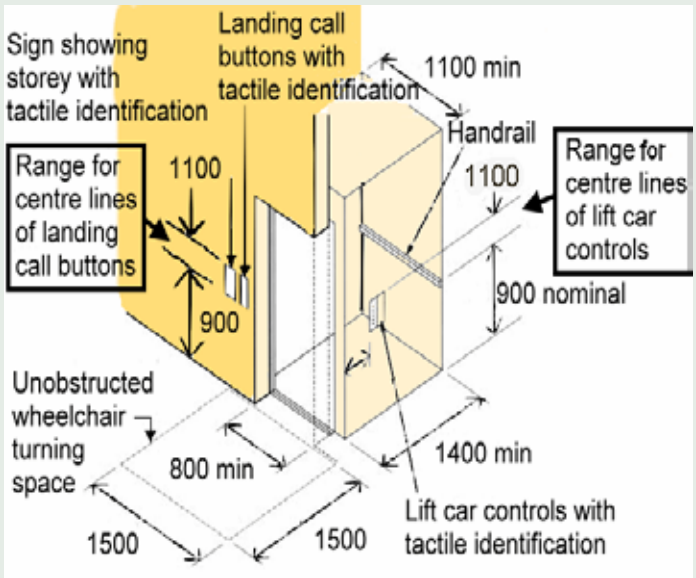
2. Stair colour contrast of a single band of colour should wrap around each step nosing by 40mm on both the riser and going.

3. Handrails should be provided on both sides of the flight at a height of 840-1000mm, which should contrast in colour with the steps and walls, and return to the wall or floor.



Internal Stairs - key dimensions

Internal stairs with colour contrasted nosings and handrail



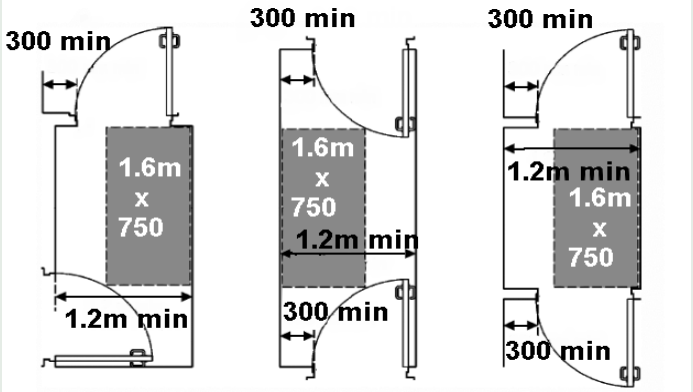
Key Dimensions for a lift

ACCESSIBILITY FOR ALL an inclusive design approach

SPG.17 APPENDIX:

K. Internal Doors

1. Entrance lobbies must allow adequate space between doors. There should also be space for someone assisting a wheelchair user and for someone passing in the opposite direction.



Examples of Accessible Lobby Dimensions

2. The design and weight of doors within a building plays an important role in determining how accessible a venue is. Many people find it difficult to open, manoeuvre through and close heavy doors. People pushing buggies or wheelchairs, and wheelchair users find it more difficult to pull a door open rather than pushing it. Kickplates 400mm high are helpful. Electronic or automatic opening is usually preferable for wheelchair users.

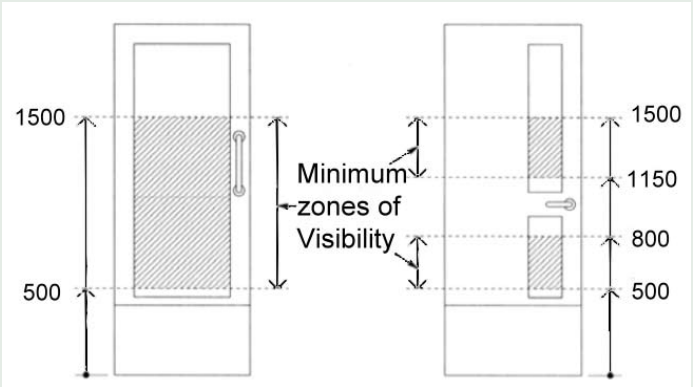
3. The minimum clear opening width of an internal door should be at least 750mm, or 800mm for a standard corridor door, with an unobstructed space of 300mm next to the leading edge of the door.

4. Doors should be distinguishable from the adjacent walls, as should handles from the door itself, using colour contrast.

5. It is good practice to highlight the leading edge of any doors in a contrasting colour.

6. Lever handles are preferable to knob sets and suit most individuals with manual dexterity difficulties or carrying items.

7. Internal doors should have a zone of visibility between 500 and 1500mm from the floor, if necessary interrupted between 800 and 1150mm from the floor.



Vision panels should be provided in doors

8. Fire doors can be heavier than standard doors - and if they are located in corridors it is best practice for them to be held open with an electro-magnetic device, but be self closing in an emergency.

L. Building Evacuation & Management

1.Those responsible for any building must ensure that a suitable emergency fire action plan or Evacuation Strategy is in place, and careful consideration should therefore be given to this in the building design process. BS 9999 should be considered.

2. Routes of travel should in general be designed to be free from any obstacles which may impede escape, e.g. thresholds or steps.

3. Building management must have a procedure in place for the safe evacuation of all employees and visitors including any with disabilities. Under the Fire (Scotland) Act 2005, a risk assessment of the building must be carried out.

4. An Evacuation Strategy must consider the capabilities of all individuals who might require assistance in any emergency and it is particularly when stairways are encountered that some people will rely on assistance. For this reason a waiting area should be provided in a safe area, so a person needing help can wait in safety until evacuated.

5. Temporary waiting spaces should be provided for each protected stairway affording egress from each storey. They should be located in either a protected lobby, a protected corridor or a protected stairway, have dimensions of at least 1200 X 700mm and not encroach on the escape flow space.

6. Communication should be an integral part of management planning and consideration should be given to providing a two way communication system at each temporary waiting space.

The use of an evacuation chair in building evacuation

7. Fire evacuation lifts should be considered where possible. Lightweight evacuation chairs (Evac Chairs) are often used in office buildings. However not everyone can transfer into this type of chair and operators must also be fully trained.

8.Typical fire alarms consist of a bell or siren. However, audible alarms in a temporary waiting area could be deafening and it is not recommended they are located in such areas.

9. Alerting occupants with hearing difficulties is also important, so visual alarms are recommended to be located throughout a building, including toilets.

10. An essential part of management procedures is to ensure all staff are trained in accessibility issues and prepared for an emergency situation.

11. Management procedures should also be in place to ensure that all facilities provided within a building to assist those with any disability are maintained in a correctly functioning condition.