




No	Location	Heading	Feature	Description, Measurements and Observations	Illustration	Recommendations	Rating
1	Throughout	Communication	Website	Melton Council website provides information regarding the Blue Badge scheme however there is no information indicating the location of accessible bays in the town. There is no additional accessibility information.		Management should utilise existing channels of communication such as the website to disseminate relevant accessibility information in a cost effective manner.	M
2	Throughout	Communication	Phone app	Melton BID has an existing town centre app which provides details and information on various eateries, accommodation, events, etc. within the town and surrounding district.		Council Management should investigate the possibility of working with Melton BID to develop the app and include accessibility information which will benefit a broad range of users including people with young families, a person who has a visual and/or hearing impairment, etc. Providing cross departmental information is a cost effective manner by which to disseminate information.	H
3	Throughout	Communication	Website	A map of the town is provided on the website however this provides a broad view only. An additional sign which provides information such as accessible pedestrian routes, for example the Parkside path connecting the train station and the town, or accessibility information such as accessible parking bays is also desirable. A Heritage Trail 3D map available in Wilton Street carpark detailing 1:12 pedestrian routes through the town could be adapted to include additional accessible features/facilities.		Management may wish to adopt a version of the 3D Heritage Trail map for the existing website and include features/facilities such as accessible WCs, changing Places, parking bays, etc. Information should include a description of the facilities as well as information on location. A contact name and number/email address should also be included.	L
4	Throughout	Communication	Information	Re. Information		When this information is made available Management should contact relevant interested parties for example coach companies, local access groups and tourism networks with the possibility of creating a link to their websites to circulate relevant information.	L
5	Melton Train Station	Communication	Signage	One of the main arteries into the town is the train station located directly behind the Council building. Pedestrians can access the town to the right along Burton Road or via a path adjacent to the park to the left. There is no map/signage to indicate the routes leading towards the town.		Management should liaise with the appropriate authority to provide signage which is readily identifiable from exit points, for example free-standing map-based totems and fingerposts, and which provides relevant information regarding pedestrian routes for example gradients. Selecting an appropriate product will depend on the scheme objectives and footway space available.	L
6	Throughout	Communication	Signage	Re. Signage.		A long term strategic plan should be developed regarding provision of signage, including informational and wayfinding, throughout the town. Relevant stakeholders should be included in this process for example Melton Mowbray Tourism to help ensure a coordinated approach is adopted, duplication is avoided and that the needs of all users are met.	M
7	Throughout	Health & Safety	Foliage	There are trees from Council property overhanging the path which can create a hazard particularly for a person who is blind or has a visual impairment.		Refer to previous comment regarding maintenance of foliage.	ENVIRONMENTAL MAINTENANCE H
8	Station Approach	Street furniture	Contrast	There are two stainless steel bollards on the Council building side of the crossing. There is 1440mm clearance between the bollards which creates accessibility for all user groups. The items present inadequately visual contrast from the surrounding surface. A narrow red and a white strip have been applied to the bollards however the red, on the left of the image, is not distinguishable as can be seen from the accompanying image. Visual contrast is particularly useful to aid navigation and identification of individual objects/features particularly for a person who has reduced vision or has lost the ability to define colour definition.		Apply white, or yellow, to both bollards and extend the strips to 150mm each. Also see the following comment.	L
9	Station Approach	Street furniture	Dimensions	The bollards measure 880mm high which is less than the 1000mm recommended as per Best Practice.		As an alternative to bollards as a method of traffic calming/discouraging encroachment of vehicles onto pedestrian areas more aesthetically pleasing methods could be employed i.e. strategically positioned structurally robust planters.	L
10	Parkside	Horizontal circulation	Dimension	Initially the path measures 1250mm wide however there are sections measuring 1750mm which is marginally less than the required 1800mm passing place for two wheelchair users meeting. The passing places do not extend 2000mm in length. The passing places cannot be seen due to a curve in the path and therefore should be provided every 50m.		Extend and lengthen the passing places to 1800mm x 2000mm. These should be provided with 50m between where a person cannot see the passing place. (It is recognised that as this may be a permissive path, there may be limitations on improvements the Council is able to make. If this is the case, perhaps there should be a disclaimer notice of some type displayed and the Council may wish to approach the landowners to see if the recommended improvements could potentially be made).	L
11	Parkside	Horizontal circulation	Foliage	Foliage encroaches on sections of the path reducing circulation to less than 1000mm wide.		Refer to previous comment regarding maintenance of foliage.	H
12	Parkside	Street furniture	Benches	There are no benches to provide resting places along the path. It is recommended that benches/perch are provided at 50m intervals set out of the line of travel with a space alongside to accommodate a person who is a wheelchair user. However, this is a narrow path so benches would need to be set back.		Ask the land owners if this could be considered.	L
13	Parkside	General	General description	At the time of the audit the path through the park was a quiet, pleasant route which should be suitable for a person with a neurological condition who requires a calm quiet place away from traffic and general noise.		A description of the atmosphere along this route should be included with accessibility information on the website.	M
14	Parkside	Vertical circulation	Railing	Railings are provided on this section of the path however the guard railings are set at 780mm-1425mm agl which is lower and higher respectively than required.		When upgrading provide handrailing set between 900mm-1000mm agl. Refer to Appendices accompanying this report for further details on profile and dimensions.	L
15	Parkside	Vertical circulation	Railing	Railings are provided on one side of the path. A handrail on both sides will assist a person who has a weakness on one side of their body on ascent and descent of the incline.		Provide an additional handrail to the other side of the incline set at 900mm-1000mm agl. The handrail should contrast visually from the surrounding surface to enable ease of identification of the fixture. The handrail should have a 50mm diameter (or oval profile measuring 50mm x 38mm), set 60mm-75mm from the surrounding surface and provide adequate hand slippage resistance. In addition when upgrading the existing railing incorporate a grippable handrail. Refer to Appendices for further guidance.	L
16	Throughout	Communication	Information	Many signs provided throughout the town have large amounts of information in small text and are often positioned behind ageing/yellowing Perspex, all of which can present a barrier particularly for a person who has reduced vision, reading difficulties or whose first language is not English.		Refer to the previous comment regarding a long-term strategic plan for signage throughout the town. Content on signage should be presented in Plain English and intelligible to help create an inclusive destination for a broad range of users. Refer to Appendices accompanying this report for further guidance.	M
17	Throughout	Street furniture	Benches	Re. Important dimensions.		It is helpful to produce a Street fixtures guidance document to record important dimensions and features (often called an Access Manual) or include this information in a Maintenance Manual or Streets Design Guide to ensure that relevant staff are aware of this information prior to procurement of replacement and new fixtures and fittings.	L
18	Throughout	Street furniture	Benches	Re. Important dimensions.		Refer to the previous comment regarding recording of important dimensions within an Access Manual.	L
19	Leicester Street/Wilton Street Junction	Horizontal circulation	Trip hazard	There is a BT service inspection chamber cover located within close proximity of the junction between Leicester Street and Wilton Street (bridge side). The cover creates a 25mm trip hazard and is unfinished round the edges. Poor finishing of such items is a hazard to all users and is particularly dangerous for a person who has reduced vision or a person who drags their feet.		See the following comment.	M
20	Throughout	Horizontal circulation	Trip hazard	Throughout the town the level difference and unfinished edges between service inspection chambers and the surrounding path surface created potential trip hazards.		Utility companies should be contacted to highlight this issue and to remind them of their duty of care towards pedestrians when installing or carrying out repairs to these items.	M
21	Throughout	Communication	Information	Information regarding accessible parking is not provided on the Council website.		Management should accumulate information on all available accessible bays describing fully the location, facilities and approximate walking distance to amenities. The information should be made available on the Council website.	L
22	Throughout	Telephone box	Contrast	The telephone box has a sheet-metal finish which provides reflective surfaces to aid identification however the item would benefit from additional visual contrast. The item is set out of the line of travel which is correct.		On future planning applications for siting telephone boxes of this type, visual contrast should be considered at floor and eye level, for example a minimum 150mm deep visually contrasting band at 900mm and 1500mm centreline and around the base of the unit.	H

23	Wilton Street WC facilities	Communication	Signage	There are WCs provided on Wilton Street. There is a sign directly over the doors which is visually contrasted from the backing board and an internationally recognised wheelchair system to aid identification of the facilities.		When upgrading include symbols on signage. Tactile signs (embossed symbol, text and braille) are strongly recommended for the toilet doors, at 1500mm centreline.		L
24	Wilton Street WC facilities	Sanitary & welfare	General description	The WCs are turnstile entry and are attended. There are plans to relocate the WCs within the public carpark on Wilton street. When upgrading semi-automatic WCs are being considered. The accessible WC is operated by a Radar Scheme key.		If proposed relocation of takes place It is recommended that a design appraisal is carried out by an Access professional prior to commissioning of works.		M
25	Wilton Street WC facilities	Sanitary & welfare	Signage	The WCs are not open on Sundays. There is signage to indicate opening hours of the facilities and information regarding alternative facilities.		This information should be made available locally and on the council's website. Many people are unable to leave home without reliable access to toilets.		H
26	Through out	General	Trip hazard	Rubbish and leaves were gathering outside the accessible WC door. Leaves and rubbish can create a trip/slip hazard particular when wet.		Ensure all pedestrian routes remain free from leaves and general rubbish. This item can be included in an existing maintenance programme.		H
27	Through out	Communication	Signage	There is a tourist information sign set at 1450mm centre agl which is an accessible height however the sign is finished in Perspex which is reflective and may present a challenge for a person who has reduced vision. In addition text on the sign is very small and the sign requires cleaning which further exacerbates the issue.		Refer to the previous comment regarding a strategic plan between stakeholders to help eliminate duplication of signage.		M
28	Wilton Street adjacent to WC facilities	Communication	Signage	There is an additional sign (on the right in the image above) which welcomes visitors to the town and includes a 2D map. The sign is set at 1750mm agl which is higher than recommended and may present a challenge for a person in a seated position.		Lower the sign to 1500mm centre agl.		M
29	Wilton Street adjacent to WC facilities	Communication	Signage	The sign requires cleaning.		Clean the sign and ensure that the item is entered into a routine maintenance programme.		M
30	Wilton Street adjacent to WC facilities	Communication	Information	There is a Visitors' Guide holder adjacent to the doors leading into the WCs. The red painted holder is visually contrasted from the surrounding surface however there were no guides available.		If guides are available refill stocks and ensure this action is carried out at regular intervals. However if guides are no longer available the holder should be removed and a permanent display of information provided instead.		M
31	Wilton Street carpark	General	General description	The car park appears less than ideal and may benefit from a new design layout, for example at present the taxi rank is adjacent to a narrow 555mm footpath with the result that passengers must alight on the side of moving traffic. In addition there is no designated safe pedestrian route through the carpark which is undesirable for all users including people using accessible bays, those alighting from coaches or families with young children. A full review and proposal is beyond the remit of this audit.		Management should consider upgrading the layout of the carpark. Feedback should be sought from representatives of local groups including the Council Access and Equality Groups. Proposals should be appraised/ reviewed by a qualified Access Consultant prior to commencement of works to help avoid the need for expensive retrofit costs.		H
32	Wilton Street carpark	Health & Safety	Pedestrian route	Re. Lack of pedestrian route through the carpark.		In the interim It is recommended that a clearly demarcated pedestrian route(s) is/are provided through the carpark to help reduce the risk of potential collisions between pedestrians and vehicles.		L
33	Wilton Street carpark	Communication	Signage	Motorists should be made aware that pedestrians may be crossing over the vehicular route.		A sign to caution motorists (similar to the image shown) should be provided prior to the pedestrian route.		M
34	Wilton Street carpark	Horizontal circulation	Trip hazard	There is a 15-20mm upstand adjacent to Mobility and Lifestyle which creates a potential trip hazard.		Eliminate the upstand.		H
35	Wilton Street carpark	General	General description	There are recycling facilities within the carpark. The bins slots range between 1150mm-1470mm agl which is marginally higher than upper limits of recommended reach heights however a full assessment is beyond the remit of this report. From an aesthetic/visitor point of view these are poorly positioned at the exit to the carpark.		Consideration should be given to relocating the bins.		M
36	Wilton Street carpark	Accessible parking bays	Signage	There are seven accessible bays provided in a row with an additional two adjacent to the coach parking area. The seven bays are marked on the ground and have a post mounted sign however signage is set at 760mm centre agl level and is not readily seen when cars are parked.		When upgrading raise the signs so that the lower edge is set at 1000mm agl. This item can be included in an existing upgrading programme.		M
37	Wilton Street carpark	Accessible parking bays	Ground markings	The bays measure a generous 3600mm wide plus an additional 1100mm transfer area on each side. The bays measure 4580mm long which is marginally less than the 4800mm required and do not have a rear 1200mm transfer area marked out at the rear to create boot or hoist access.		When upgrading Management should take the opportunity to provide 4800mm long bays with an additional 1200mm cross-hatched transfer area to the rear. This item can be included in a long-term upgrading programme or during a new layout/design of the carpark whichever comes sooner.		M
38	Wilton Street carpark	Accessible parking bays	Ground markings	The additional accessible bays are clearly marked on the ground and are approximately 7.2m in length. However the bays are 3300mm wide each which is less than required i.e. 2 x 2400mm spaces plus 3 x 1200mm transfer areas i.e. 8400mm.		Extend the bays to the required width to include transfer areas. Refer to Appendices accompanying this report for further guidance.		H
39	Wilton Street carpark	Accessible parking bays	Signage	There is no post mounted signage to clearly identify the bays.		Provide post mounted signage where the bottom edge of the sign is set at 1000mm agl.		M
40	Wilton Street carpark	Health & Safety	Pedestrian route	As stated previously any person exiting their accessible vehicle or alighting from a coach must move across either the entrance or exit to the carpark.		Refer to the previous comment regarding a demarcated safer pedestrian route through the carpark.		L
41	Wilton Street carpark	Communication	Signage	As stated earlier there is an excellent Heritage Trail 3D map of the town which includes a 1:12 pedestrian route. The sign is set at 1680mm centre agl which is higher than recommended for some user groups including a person in a seated position.		Contact the relevant department to inform them that this sign should be lowered to 1500mm centre agl to accommodate a broad range of users including a person in a seated position or a person of limited stature.		M
42	Wilton Street carpark	Vertical circulation	Kerb	The signage plus benches and bins are located on an island with a 55mm kerb which will prevent some users approaching and viewing including a person who cannot manage a step or who is a wheelchair user.		Provide a dropped kerb on the Island.		M
43	Wilton Street carpark	Street furniture	Benches	Benches located on the island have a seat height set at 390mm which is lower than recommended. All of the benches are visually contrasted from surrounding surfaces and have arms to provide leverage if required when rising and lowering.		During routine upgrading provide an item which has a set height set at 475mm-520mm agl with arms to create leverage if required.		M
44	Wilton Street carpark	Ticket dispensing machines	Kerb	For a person who finds a step challenging and who is not a Blue Badge Scheme holder there is a 115mm step at the ticket dispenser machine. The controls are set at 1215mm-1370mm over the step.		Consider plinth free machines in future and consider a range of user heights.		M
45	Wilton Street	Street furniture	Benches	There are two benches on the footpath adjacent to the coach parking bays. Seat heights are set at 445mm agl which is lower than recommended and do not have arms to provide leverage if required.		During routine upgrading provide an item which has a set height set at 475mm-520mm agl with arms to create leverage if required.		M
46	Wilton Street	Street furniture	Contrast	In addition the benches are insufficiently contrasted visually from surrounding surfaces making them difficult to identify for a person who has a visual impairment. See the accompanying tonal image.		Paint the benches to provide at least 30 points visual contrast difference from surrounding surfaces.		M
47	Through out	General	Dimensions	Where a bus shelter is provided a 140mm kerb height is needed for the bus, to minimise bus ramp gradients.		When upgrading street/road surfaces or installation of new shelters is being considered consultation between all stakeholders should be encouraged to help ensure as inclusive an environment as is possible.		H
48	Wilton Street	Horizontal circulation	Bollard	Although the blue bollards were generally found to have sufficient visual contrast with surrounding surfaces those on the approach to Norman Way junction where covered in dirt, presumably from spray from vehicles, which reduced the level of contrast for pedestrians.		In addition to cleaning the bollards it is recommended that a 150mm contrasting strip is provide at the base and top of the bollards.		L

49	Park Road	General	General description	Illegal parking was observed at several points along Park Road. As there did not appear to be specific guidelines for Blue Badge Scheme holders in the town it is assumed that national standards will apply i.e. badge holders may be exempt from limits on parking times imposed on other users. Badge holders may usually park on single or double yellow lines for up to three hours except where there is a ban on loading or unloading and at a few locations where local schemes apply.		Management should clarify this situation and provide signage to inform motorists.		M
50	Throught	Street furniture	Traffic calming	Re. Bollards.		As an alternative to bollards as a method of traffic calming/discouraging encroachment of vehicles onto pedestrian areas more aesthetically pleasing methods could be employed i.e. strategically positioned structurally robust planters.		L
51	High Street	Communication	Signage	There is a plaque on High Street adjacent to the entrance to Wilton Road. The sign depicting the Heritage of High Street has a sloped top with the bottom edge set at 1060mm which may present a challenge for a person in a seated position or a person of limited stature. In addition the sign is under ageing/yellowing Perspex and has a large amount of very small text, both issues making it difficult to read the information.		Refer to the previous comment regarding a long-term strategic plan regarding effective signage provision.		M
52	Nottingham Street	Street furniture	General description	There are benches positioned horizontal to the line of travel. There is café style furniture outside a retail unit adjacent to the benches reducing horizontal circulation down to 1120mm effective clear width and increasing the possibility of a collision for a person who has reduced vision.		Reposition the street furniture in line with the direction of travel to provide maximum horizontal circulation and reduce the possibility of a collision.		M
53	Nottingham Street	General	Signage	On Nottingham Street there did not appear to be any signs indicating the WCs available in St. Mary's Way carpark.		Provide signage to indicate the WCs. The signage should include symbols which visually contrast from the backing board of the sign by at least 65 points.		M
54	Throught	Horizontal circulation	Doors	There is a broad range of types and styles of shop fronts throughout the town. Some of the buildings are listed and therefore may be restricted from some changes including perhaps improving access at entrance doors. The doors leading into many of the listed buildings will accommodate a person who is a wheelchair user for example the Olde Pork Pie Shoppe and More Coffee Company (MCC) have effective clear width doors of 770mm and 825mm respectively. Although there is a 50mm upstand at the door leading into MCC the owner stated that wheelchair users have overcome the step without issue. ECW up to 955mm were recorded for example Loros on the Town Square and 980mm at Clinton cards directly opposite the monument.		Liaison with Heritage and Conservation officers is strongly recommended to people occupying listed buildings as there are a range of acceptable changes that can often be made with consultation and agreement, such as the lowering of raised stone thresholds.		M
55	Throught	Staff training	Information	Where businesses are subject to Heritage restrictions retailers should be advised that improvements can still be applied at minimal cost for example menus can be provided in large print and appropriate style of font which will accommodate a broad range of users including a person who has reduced vision, reading difficulties or whose first language is not English. During routine maintenance providing adequate visual contrast between adjacent surfaces will improve accessibility for a person who has reduced vision. In addition relatively inexpensive portable ramps can be provided and lifted when not in use or where they could create a potential tripping hazard if left in situ at all times.		Consideration should be given to staff training to better enable advising of retailers on accessibility measures that can be undertaken at little cost.		M
56	Throught	Staff training	Information	Several retail units have short wooden ramps in situ to overcome a threshold/step. However at least one unit has a ramp with a very steep 1:3.7 gradient which could cause an independent wheelchair user to tip backwards which is hazardous.		Refer to the previous comment regarding staff training and advice to retailer.		M
57	Throught	Communication	Information	Re. Accumulation of information.		Subsequent to training, advice and action on advice by retailers it may be possible to garner accessible information, accumulate and disseminate through existing media channels.		M
58	Town Square	Horizontal circulation	Contrast	The structural pillars of a portico on one of the premises on the Town Square have inadequate visual contrast from the surrounding setts i.e. less than 30 points difference and may present an obstacle for a person who has reduced vision or lack of colour acuity.		Following liaison with Heritage and Conservation officers the retailer should be advised that 150mm strips of at least 30 points visual contrast should be provided on the columns with the bottom edge set at 1500mm agl and an additional strip at the base.		M
59	Park Lane	Sanitary & welfare	WCS	There is an accessible WC on Park Lane. This facility remains closed and may be sold to help fund the proposed changes to the WCs on Wilton Road. There is signage to indicate the locations and distances of alternative facilities which is helpful to all user groups.		See the following comment.	0	M
60	Park Lane	Sanitary & welfare	WCS	The WC can still be used by a person who has access to a Radar Scheme key however the outside of the facility smells foul and would not encourage use.		Maintain the facility and monitor the area to discourage abuse.		M
61	Church Street	Communication	Information	Re. Details of the cobbled finish.		Details of the finish should be included on existing and future methods of communication for example the website, printed material and apps.		M
62	Junction of High Street and Sherrard Street.	Street furniture	Bins	The door of the bin hangs in an open position which creates a potential collision for all user groups and in particular a person who has a visual impairment.		Ensure bins are securely locked.		M
63	Throught	Street furniture	Contrast	A traffic sign positioned on Sherrard Street is positioned in the direct line of travel. The sign has inadequate visual contrasting or a tapping rail to aid identification of the item for a person who has a visual impairment.		Either consider provision of a planter or seat at the base of the sign or provide a tapping rail set to 200mm above ground level. In the interim apply 150mm strips which create visual contrast at 1500mm and 600mm agl.		L
64	Sherrard Street	Street furniture	Contrast	There are two benches located in this area. While the benches appear to provide sufficient contrast this may be less pronounced when the surrounding area has a wet surface. One of the benches is set in the line of travel.		It is recommended that the bench is repositioned out of the line of travel.		M
65	Carnegie Museum	Communication	Information	There are two Changing Places facilities located in the town i.e. in the Carnegie Museum and Age Concern. The museum is closed on Mondays and the Changing Places website states that building is open (subject to confirmation).		Contact Changing places to confirm closure on Mondays. It may also be useful to research the possibility of providing a link between the Council and Changing Places websites.		M
66	St. Mary's Way carpark	Accessible parking	Ground markings	There are six further accessible bays, positioned in three sets of two, located in the carpark at St. Mary's Way. The spaces are located on level ground and surface finishes are compact and well maintained. None of the bays provide sufficient recommended width to allow both a passenger and/or a driver to alight from a vehicle. The bays measure 7500mm x 6200mm (beside Shop Mobility), 5800mm x 7420mm (drive through) and 5630mm x 6470mm (near Nottingham Street pedestrian exit).		The bays should be clearly marked in yellow paint with transfer/hatched areas demarcated to alert other drivers. Refer to the cameo provided below and Appendices for further guidance.		M
67	St. Mary's Way carpark	Health & Safety	Pedestrian route	As with Wilton Road there are no pedestrian routes through the carpark which can present a particular hazard for an independent wheelchair user as they may not be seen through the rear window by a reversing driver.		It is recommended that a clearly demarcated pedestrian route(s) is/are provided through the carpark to help reduce the risk of potential collisions between pedestrians and vehicles.		M
68	St. Mary's Way carpark	Vertical access	Trip hazard	Dropped kerbs have been provided at the ticket dispensing machines creating access for a person who may have difficulty negotiating steps but who is not a Blue Badge holder. However there is a 25mm upstand on the dropped kerb at the machine opposite Shop Mobility.		Eliminate the upstand.		L
69	Throught	Accessible parking	Information	Several additional carparking facilities are indicated on the town map however due to time restrictions not all facilities were audited to determine accessible provision.		Further details of the additional facilities should be compiled and made available on the Council website.		M
70	St. Mary's Way carpark	Sanitary & welfare	Signage	There is a clear sign provided over the entrance doors to indicate that these are public toilets.		When upgrading include symbols on signage.	0	M

71	St. Mary's Way carpark	Sanitary & welfare	Information	WCs located in the carpark have details of opening hours which include Sunday opening. The sign is set at an accessible 1420mm centre agl and in a font size which has an acceptable size to distance ratio. However the sign provides distances from the town centre point rather than St. Mary's Way carpark which may create some confusion.		Provide distance information from St. Mary's Way carpark to the various amenities.		L
----	------------------------	--------------------	-------------	---	--	--	--	---