

## APPENDIX A

Item	Location	Heading	Feature	Description, Measurements and Observations	Recommendations	Update/actions	Owner
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.		MB/SC
2	Throughout	Communication	Phone app	<b>The Melton BID</b> has an existing mobile telephone app available 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 <b>Melton BID</b> 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.	Melton Bid has just redeveloped town centre app. Work with Melton BID to ensure future iterations of the app includes information regarding access.	TCM
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.	Full details as suggested included in Trail and app	TCM
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.		TCM
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.	Finger post signage to be revised throughout the town centre including from the new map and signage been sited in Burton street car park	TCM
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.	Finger post signage to be revised and updated	TCM
7	Throughout	Communication	Information	Re. Informing potential users of pedestrian routes.	In the interim ensure the crossfall gradient is included in relevant information until such times as it can be reduced. Following upgrading the information should be promptly removed.	Investigate if information can be included on Melton BID and/or website.	MB/SC/PROPERTY
8	Throughout	Health & Safety	Foliage	There are trees from station side overhanging the path which can create a hazard particularly for a person who is blind or has a visual impairment.	Trim foliage and maintain at a height no lower than 2.1m. No cost is provided as this item can be included in an existing routine maintenance plan.	Work will be undertaken as part of R&M programme	PROPERTY
9	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.	Work will be undertaken	PROPERTY
10	Throughout	Communication	Information	Re. Informing potential users of pedestrian routes.	Refer to the previous comment regarding informing users through existing communication channels.		TCM
11	Parkside	Communication	Signage	The post mounted signage is positioned out of the line of travel. The sign states that this is a permissive path to the market place and is presented in upper and lower case white text which is visually contrasted from the dark green backing board. However the size of the text may make it difficult to read from a seated position.	Supplement existing signage with an additional sign (similar to image shown) set at maximum 1500mm centre above ground level. The sign can be mounted on the existing post.		PROPERTY
12	Parkside	Horizontal circulation	Dimensions	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).	Action to be taken forward and ask for quotes to undertake the work.	PROPERTY
13	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.		EM/PROPERTY

14	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.		TCM
15	Parkside	Vertical circulation	Railing	Railings are provided on this section of the path however the guard railings are set at 780mm-1425mm above ground level which is lower and higher respectively than required.	When upgrading provide handrailing set between 900mm-1000mm above ground level. Refer to Appendices accompanying this report for further details on profile and dimensions.	Low priority	PROPERTY
16	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 decent of the incline.	Provide an additional handrail to the other side of the incline set at 900mm-1000mm above ground level. 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.	Repairs & Maintenance programme	PROPERTY
17	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.	Heritage trail signage will be updated as part of Melton Bid project.	TCM
18	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.	Low priority cannot afford this due to the high financial implications.	EM
19	Throughout	Street furniture	Benches	Re. Important dimensions.	Refer to the previous comment regarding recording of important dimensions within an Access Manual.		EM
20	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.		PROPERTY
21	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.		PLANNING
22	Wilton Road WC facilities	Communication	Signage	There are WCs provided on Wilton Road. 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.	To be included within the new public conveniences	PROPERTY
23	Wilton Road 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.	A quote will be obtained for the access of professional's services.	PROPERTY
24	Wilton Road 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.		PROPERTY
25	Throughout	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.		EM
26	Throughout	Communication	Signage	There is a tourist information sign set at 1450mm centre above ground level 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.	This signage will be removed and new signage has been installed in Wilton Road car	TCM
27	Wilton Road 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 above ground level which is higher than recommended and may present a challenge for a person in a seated position.	Lower the sign to 1500mm centre above ground level.		PROPERTY
28	Wilton Road 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.		EM

29	Wilton Road 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.	Will be relocated onto new tourism signage in Wilton Road	TCM
30	Wilton Road 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.	The existing layout of Wilton Road car park is far from satisfactory and would welcome redesign. This fits in with the recommendations coming out of the public convenience review - Part of capital programme	PROPERTY
31	Wilton Road 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.	Repairs and maintenance programme	PROPERTY
32	Wilton Road 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.		PROPERTY
33	Wilton Road 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.	To investigate this	PROPERTY
34	Wilton Road carpark	General	General description	There are recycling facilities within the carpark. The bins slots range between 1150mm-1470mm above ground level 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.	Part of wider design - see number 30	PROPERTY
35	Wilton Road 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 above ground level level and is not readily seen when cars are parked.	When upgrading raise the signs so that the lower edge is set at 1000mm above ground level. This item can be included in an existing upgrading programme.	Part of wider design - see number 30	PROPERTY
36	Wilton Road 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.	Part of wider design - see number 30 - information to be passed onto the architect	PROPERTY
37	Wilton Road 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.	Repairs & Maintenance - information has been passed onto to architect	PROPERTY
38	Wilton Road 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 above ground level.	Included in Repairs & maintenance for 2017/18	PROPERTY
39	Wilton Road 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.		PROPERTY
40	Wilton Road 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 above ground level 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 above ground level to accommodate a broad range of users including a person in a seated position or a person of limited stature.		TCM
41	Wilton Road 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 above ground level with arms to create leverage if required.	Work will be undertaken	EM
42	Wilton Road 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.	Work will be undertaken	PROPERTY
43	Wilton Road	Street furniture	Benches	There are two benches on the footpath adjacent to the coach parking bays. Seat heights are set at 445mm above ground level 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 above ground level with arms to create leverage if required.		EM

44	Wilton Road	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.		EM
45	Wilton Road	Communication	Signage	Two routes can be taken from the carpark area towards the pedestrian area of the town i.e. Norman Way to the left and High Street on the right. The route leading towards High Street has been described above. Norman Way route will be described later in the report. Aside from the maps detailed previously there is no directional signage to indicate amenities from this point.	Refer to the previous comment regarding provision of signage as part of a long-term strategy.		TCM
46	Wilton Road	Health & Safety	Behaviour study	Within a short space of time it was observed that several elderly persons crossed Wilton Street within close proximity to the carpark and did not walk to the controlled crossings. At one point a lorry stopped to allow an elderly couple progress from the island towards the carpark and they proceeded to walk across the second lane of traffic with a vehicle coming that could not have seen them as the lorry would have obstructed the view. Thankfully the vehicle stopped in time however this situation appears to be extremely dangerous.	A longer study of behaviour should be carried out within this area, particularly on Market Day as it is beyond the remit of this audit to determine if these were once-off incidents or are regular occurrences. Depending on the outcome of the study it may be necessary to introduce an additional desire line/crossing point on Wilton Road. Also see the following comment.	Discuss with Martyn Bowen. However EM and property recognise its dangerous and measures have been taken previously. Some onus also needs to be on the part of the pedestrian.	MANAGEMENT
47	Wilton Road	Health & Safety	Coach parking	Re. Alternative coach parking.	If an additional crossing is deemed unacceptable Management should consider an alternative site for the existing coach parking facility. The potential site should eliminate the need to cross a busy vehicular route or which provides a controlled crossing within close proximity to facilitate an ageing demographic. Alternatively a park and ride facility on the outskirts of town could be considered. WC facilities would be required at alternative site.		MANAGEMENT
48	Wilton Road	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.		EM
49	Wilton Road Norman Way junction	General	General description	There are two islands to negotiate on the crossing on Wilton Street and Norman Way junction. This layout could be confusing for many people	Management should take this into consideration when compiling and disseminating information regarding the most accessible route leading towards amenities. Pedestrians should be allowed to make up their own mind rather than stating the route is not accessible for specific user group.		TCM
50	Norman Way	Horizontal circulation	Information	Re. Informing potential users of pedestrian routes.	Refer to the previous comment regarding informing users through existing communication channels.		TCM
51	Norman Way	Street furniture	Benches	There are no benches provided to provide resting places along the path. It is recommended that benches/perch are provided at 50m intervals to create resting areas.	Refer to the previous comment regarding provision of benches/perch, preferably at no more than 50m intervals.	Low priority	EM
52	Nottingham Street carpark	Accessible parking bays	Ground markings	There are four accessible bays provided in the carpark on Nottingham Street. The bays are not signed but are clearly identifiable as these are adjacent to the entrance and are demarcated in bright yellow. The bays measure 2460mm wide and have 1200mm transfer areas on each side. The bays are shorter than required i.e. 4120mm instead of 4800mm. There is a 1200mm transfer area marked to the rear.	When refreshing markings, extend length of bays to create 4.8m long accessible bays with 1200mm marked as a transfer/safe zone beyond that. This may result in the need to relocate the bays to another location in the carpark if this action restricts the entrance/exit for all vehicular traffic although this needs to be considered against any considerable increase in travel distance. This item can be included in an existing maintenance programme.	Action will be taken	PROPERTY
53	Nottingham 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 above ground level.	Action will be taken	PROPERTY
54	Throughout	Communication	Contrast	There is signage to indicate that High Street is a pedestrianized zone. The pole on which the sign is mounted is inadequately visually contrasted from surrounding surfaces and may be difficult for a person with reduced vision or colour acuity to identify with ease.	Refer to the previous comment regarding provision of visual contrast on posts/columns to assist a person who has reduced vision.		EM
55	Throughout	Communication	Signage	All traditional post mounted signage throughout the town are identical in colour and visual contrast to the item detailed above.	To avoid repetition this item will not be detailed for individual signs unless these deviate from the norm.		EM

56	Throughout	Communication	Signage	Signage within the pedestrian areas is presented in a traditional fingerpost style. Text on the sign is all uppercase, in a text size which may be difficult to read from a seated position and visual contrast between the text and backing board is less than adequate. These factors combined create a barrier for some people i.e. a person who has reduced vision, has a reading difficulty or a person whose first language is not English.	It is recommended that this traditional style signage is supplemented with additional intelligible signage set at maximum 1500mm above ground level. However supplementation should be provided as part of the long-term strategic plan discussed earlier in this report to ensure this can be provided in a cost effective manner while meeting the needs of all user groups.	Will be reviewed and updated	TCM
57	Throughout	Communication	Contrast	As stated this type of signage is located throughout the town centre. On the Town Square it can be seen how the use of adequate visual contrast significantly improves legibility of information.	Refer to the previous comment regarding provision of signage as part of a long-term strategy.		TCM
58	High Street	Street furniture	Benches	Benches positioned along the street are set out of the line of travel, are adequately contrasted with surrounding surfaces and have arms to create leverage if required when rising and lowering. However the benches have a seat height set at 425mm above ground level.	During routine upgrading provide an item which has a set height set at 450mm-500mm above ground level with arms to create leverage if required.		EM
59	Throughout	Street furniture	Benches	There are similar benches provided throughout the pedestrian area of the town. The benches are all identical i.e. adequately contrasted from surrounding surfaces, with arms to create leverage if required when rising and lowering and a seat height set at 425mm above ground level.	During routine upgrading provide an item which has a set height set at 450mm-500mm above ground level with arms to create leverage if required.		EM
60	Throughout	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.		EM
61	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.		EM
62	Town Centre	Communication	Information	The monument in the centre of town provides an accessible height seat set at 490mm above ground level and acts as a navigation and orientation marking which is particularly useful for some user groups for example a person with a neurological condition.	Refer to the previous comment regarding compiling of information and include the monument as a navigation/orientation point.		TCM
63	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.		EM
64	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.		EM
65	Nottingham Street	General	Signage	Shop Mobility was included on the sign however as stated earlier visual contrast between text and background is less than adequate and all upper case.	Refer to the previous comment regarding providing visual contrast on existing signage.		EM
66	Throughout	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.		DEVELOPMENT CONTROL

67	Throughout	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.		DEVELOPMENT CONTROL
68	Throughout	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.		DEVELOPMENT CONTROL
69	Throughout	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.		DEVELOPMENT CONTROL
70	Throughout	Communication	Information	Where businesses are not subject to Heritage restrictions they may be subject to Planning permission or Building Regulations when upgrading. However these are minimal standards and Management may wish to advise Best Practice standards which generally do not cost any more if carried out during renovation however can greatly enhance accessibility for a broad range of users including hearing and visually impaired persons as well as people who are wheelchair users.	Refer to the previous comment regarding staff training and subsequent actions.		PLANNING
71	Throughout	Horizontal circulation	Cafe furniture	Several cafes provided guarding while others did not. Guarding round street furniture helps to define the area/items and prevents catching and trailing items which may create confusion unless this is visually contrasted from the surround.	Where placement of café furniture on streets is permissible retailers should be advised on the desirability of guarding and to their duty of care. The licensing agreements from the council should include consideration for good access and be policed regularly.		TCM/TOWN ESTATES/HIGHWAYS
72	Throughout	Horizontal circulation	A boards	There appear to be a large number of A boards sitting outside many of the retail units in the town. On Market Day this further reduces horizontal circulation and creates additional obstructions for a person who is blind or has a visual impairment.	A review on the policy regarding placement of A boards should be undertaken. Management should also remind retailers of their duty of care towards all user groups.		TCM/TOWN ESTATES
73	Throughout	Horizontal circulation	Merchandise	In addition to A boards some retail units position merchandise on paths which create obstacles for some user groups for example a person who has a visual impairment.	A review on the policy regarding placement of merchandise on paths should be undertaken. Management should also remind retailers of their duty of care towards all user groups.		TCM/TOWN ESTATES
74	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 above ground level and an additional strip at the base.		DEVELOPMENT CONTROL
75	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.		PROPERTY
76	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.		PROPERTY
77	Church Terrace	Communication	Signage	The path through Church Terrace connects to Church Street which has a traditional cobbled finish. The worn finish may present difficulties for some including a person who is a wheelchair or stick user. There is no signage to indicate that there is an accessible route via the path described above.	Consideration should be given to providing signage indicating the alternative route to the Town Square i.e. via the path.		EM

78	Church Street	Vertical access	Information	There are a number of retail units located on the street and as with other streets within the town doorways vary in width (audited 705mm-810mm) and thresholds (audited 70mm-400mm). Whitehouse Photography has a 705mm ecw doorway and step which cannot be altered due to Heritage listing. The property has an alternative double door, also stepped, however a temporary ramp is available and can be set in place as required. Customers, for example parents with buggies as well as wheelchair users, are advised to telephone ahead so this entrance can be made accessible prior to arrival. This is a good example of how restrictions can be overcome with minimum fuss.	Refer to the previous comment regarding staff training and subsequent actions.		DEVELOPMENT CONTROL
79	Junction of High Street and Sherrard Street.	Communication	Signage	There is a Heritage trail sign at the junction between High Street and Sherrard Street. The sign is similar to that located on High Street and described previously. Access to the sign is blocked by the position of the adjacent bin. When locating street furniture care should be taken to ensure maximum access to accommodate as broad a range of users as is possible.	Refer to the previous comment regarding upgrading of signs.		EM
80	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.		EM
81	Throughout	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 above ground level.		EM
82	Sherrard Street	Horizontal circulation	Surface finish	Sections of paving along Sherrard Street have been maintained in a selection of finishes. Where repairs are carried out these should, as far as possible, match the surrounding surface. Where a person with reduced vision encounters different materials and finishes these can be perceived as a change in level or an uncovered manhole.	Refer to the previous comment regarding repair/maintenance of path surfaces.		EM
83	Sherrard Street	Horizontal circulation	Information	Re. Informing potential users of pedestrian routes.	Refer to the previous comment regarding informing users through existing communication channels.		TCM
84	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.		EM
85	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.		TCM
86	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 memo provided below and Appendices for further guidance.		PROPERTY
87	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.		PROPERTY
88	Throughout	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.		PROPERTY
89	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.		EM

90	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 above ground level 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.		PROPERTY
91	Burton Street	Vertical access	Gradient	The gradient on the path from St. Mary's Church along Burton Street and back towards the train station varies between 1:11.6, between St. Mary's Church and Anne of Cleaves Pub, to a gentle 1:27.7 and level at Station Approach as detailed at the beginning of this report.	Refer to the pervious comment regarding providing this information within existing media channels.		TCM