

## ACCESS AUDIT REVIEW

### Stratford Park Leisure Centre

**Date:** 31/05/2019

**Assessor:** Christian Drewitt and Tasha Everall

#### Parking

There is an accessible car park separate from the main car park at Stratford Park Leisure Centre, with 6 accessible spaces. Access to this is gained via a security barrier. Once at the barrier you must ring the buzzer on the driver's side and reception will open the barrier for you. The accessible car park is well sign posted. There is a 'no entry' painted on the ground before you reach the security barrier, however the signage makes it clear that this entrance is for accessible parking only.

#### Entrance

There is an accessible entrance right next to the car park that requires you to ring up to reception to gain entry. There is a lift to reception which is on the ground floor. The lift doorway is 80cm wide and the lift can just about fit a wheelchair user and an assistant, however there is not enough space for a wheelchair to turn. There is a mirror on the back wall of the lift which means a wheelchair user can easily see who is behind them, aiding reversing out.

The buttons on the lift are at a lowered height and are also in braille.

You are unable to get to the 1st floor without a code, gained at reception. This is so people using the accessible entrance can't go straight to the gym and must sign in at reception first.

#### Reception

The staff at reception are very friendly and welcoming. Using the accessible entrance means that you arrive already inside the leisure centre, so do not have to pass through any of the barriers.

There is a lowered reception desk on this side of the entrance, meaning wheelchair users or people of a smaller stature can communicate with the receptionist with ease.

There is a large print sign at reception that states there is braille and large font document available on request.

The routes throughout the Leisure Centre are clearly signposted.

#### Sports halls

The sports halls are on the lower ground floor, the same level as the accessible car park. The corridors are wide and the sports halls are easily accessible.

## Viewing Area

On immediate entry to the Leisure Centre there is a balcony overlooking a large sports hall. The wall of the balcony is made of glass, this enables the wall to be at a safe height, but also allow wheelchair users and people of a smaller stature to view the sports hall.

## Café

The café is immediately on the left as you enter through the standard entrance. Approaching from the accessible entrance, it is to the right of reception and requires entry through the gates, which a member of reception gladly operates for you when they see you waiting.

The layout of the café is open plan and spacious, so can be navigated around with ease. There are tables at different heights and sizes and there was one table which only had 2 chairs at it, meaning there was space for a wheelchair to fit in without anything having to be moved.

The left half of the counter is at a lowered height suitable for wheelchair users and people of a smaller stature.

## Lockers

There are both larger and smaller lockers, situated at higher and lower levels. The larger lockers are big enough to fit crutches or prosthetic limbs.

## Changing Rooms

There are unisex, female and male changing rooms. Within the unisex changing room there is one accessible changing room and one changing-places facility.

There is a sign at the entrance to the changing rooms that states not to enter with outside shoes on and that there are shoe covers available. This shows there is a good hygiene standard upheld.

### *Accessible Changing Room*

The accessible changing room is located to the right of the entrance to the unisex changing rooms. It is large with plenty of space for a wheelchair user and an assistant. However, there are no grab rails within this changing room, meaning people with limited mobility would struggle to hold themselves up while getting changed. There is a bench along the length of the wall which is 470mm deep, meeting minimum requirements.

There is also a baby changing facility in this changing room.

### *Changing Places Facility*

There is a changing places facility located in the unisex changing rooms. There is an adjustable adult size changing bench in the changing places facility and a portable ceiling lift with a tracking system.

There is a W/C in this facility with a commode to aid people with limited mobility. The emergency pull cord is on the right of the toilet. The highest ring-pull on the emergency pull cord is in line with the drop-down grab-rail when it is in its lowered position, meaning it may be difficult for an individual to pull from a seated position.

There is also a shower in the changing places facility that has a tip up seat attached to the wall with a fold down grab-rail on the right of it. The shower is on the left with the shower dials at a lowered height and with a large handle for ease of use and temperature changing. The shower head is removable and adjustable and there is a vertical grab rail on the right of the shower.

## Showers

The standard shower cubicles in the unisex changing rooms are very small with the doorways only 560mm wide. This means that a wheelchair is unlikely to be able to fit through. This leaves a wheelchair user or person with limited mobility with the only options of using a communal showering area or the changing places shower.

## Accessible Toilet

There is a large accessible toilet located just before the entrance to the unisex changing rooms. The dimensions of the toilet are 2460mm x 2340mm and the width of the doorway is 900mm. This leaves plenty of turning space for a wheelchair user and room for an assistant.

There is a grab rail on the door for ease of opening and closing.

The toilet is in the middle of the room with drop-down grab-rails on either side, meaning there is transfer space on both sides. On the right as you face the toilet there is 900mm transfer space between the toilet and the wall and on the left there is 770mm transfer space. There would be 1000mm transfer space on this side however there is a sanitary waste bin against the wall. The toilet seat is 46cm from the ground which is slightly too low and may cause a wheelchair user difficulty when transferring back to their wheelchair.

There is an emergency pull-cord on the right of the toilet as you sit down. The bottom ring is 10cm from the ground which meets minimum requirements, however the second ring-pull is 74cm from the ground which is slightly too low.

The amenities within the toilet are all at a lowered height however there is no coat hook.

## Swimming Pool

Entrance to the swimming pool is gained from the changing rooms. There are gradual steps into the pool as well as a ladder. The steps make access for an individual with limited mobility much easier. The steps are of contrasting colour to the pool floor, this makes it easier the visually impaired to identify the steps.

This facility also has a pool hoist for wheelchair users.

There is a seating area to the left of the pool, however it is not wheelchair accessible. Wheelchair users who wish to view the pool can do so via the café.

## Evacuation Procedure

There are evacuation procedure forms that a disabled individual can fill out upon entrance to the leisure centre. These are offered to regular users of the leisure centre but can be requested by anyone. These forms identify the needs of an individual and where they will be in the building

throughout their visit. On receipt of the evacuation form, the staff member fills out another form which informs their colleagues of what is required should there be an emergency.

There are visual alarms located around the leisure centre in the Sports Hall, Activity Hall and Poolside and are visible from the Male and Female Gym, Disabled Change and Male Dryside Changing. If an individual will be spending time outside of these areas they are advised to inform the Receptionist where they will be going during their visit and they will contact a Duty Manager immediately to tell them they are in the building and to ensure the individual will be contacted should there be a fire alarm.

Should you need assistance to evacuate down or up the stairs, people with limited mobility are advised to make their way to the back door ramp (overlooking squash court 1), or should that area not be accessible then to make their way to the Refuge Point at the back of the gym where there will be assistance. The refuge area is a safe compartment for one hour.

## **Membership**

There are concessionary rates available for people who are receiving benefits, this includes disability benefits.