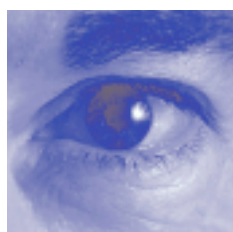


Consultation document

National Accessible Scheme

For a quality service you can trust



Overview:

PROPOSED ACCESSIBILITY STANDARDS FOR ACCOMMODATION BUSINESSES IN THE UK

Increasing Access to Tourism for All

The Government's national tourism strategy for England, *Tomorrow's Tourism*, published in 1999, contained a key pledge to increase access for tourism for all, including those with disabilities and the elderly. Within this pledge, there are specific objectives to:

- highlight growing market opportunities
- make English tourism the most accessible and welcoming in Europe
- widen access to tourism opportunities
- improve access to employment in tourism
- widen access to England's culture, heritage and countryside

The English Tourism Council (ETC), created as a result of *Tomorrow's Tourism*, has a remit to ensure the quality, competitiveness and wise growth of England's tourism. Increasing access to all is a key theme underpinning all the Council's work, and projects and initiatives are ongoing within all the five objectives stated above, alongside making the case for associated business opportunities.

ETC, in association with the National Tourist Boards (NTBs) of Scotland, Wales and Northern Ireland, has undertaken a review of the National Accessibility Standards. This represents just one element of the National Tourist Boards' wide-ranging work on the access issue as a whole (highlighted in the above remit). The Standards apply to accommodation establishments that provide for people with disabilities, which includes hotels, guest-houses, B&Bs, hostels, self-catering accommodation and tourist attractions.

This commitment on the part of the NTBs needs to be placed within the context of the Disability Discrimination Act, the legislative cornerstone on which the NTBs' actions are based. In addition, UK tourism must offer high-quality accommodation, facilities, attractions, travel and customer service if it is to maintain and develop its share of the world tourism market.

THE DISABILITY DISCRIMINATION ACT, AND HOW IT AFFECTS YOU

The Disability Discrimination Act (DDA) was introduced to prevent discrimination against disabled people. Up to one in five adults (or 9.4 million people) in the UK have some sort of disability and are therefore covered by the DDA. These are people with physical or mental impairments that reduce their ability to carry out normal, day-to-day activities.

The DDA gives new legal rights to disabled people and affects tourist businesses in two main ways:

1. Access to goods, facilities and services.

Service providers may not refuse to serve disabled people or offer them less favourable terms or lower standards of service than usual, unless there is adequate justification.

Since October 1999, operators have been required to make their services more accessible to disabled people. This includes the installation of new equipment and services – such as a text telephone enabling hearing-impaired customers with such phones to make bookings more easily. Businesses have also been required to overcome any physical barriers by providing services using a reasonable alternative method.

As the final phase of the Act, from 2004, operators must take reasonable action to improve their premises by removing any physical barriers which make it difficult for disabled people to use their facilities.

The proposed National Accessibility Standards encourage operators to improve the accessibility of their accommodation and move towards meeting DDA requirements.

2. Employment.

Operators may not discriminate against disabled employees or job applicants. The Act covers all areas of employment, including recruitment, terms and conditions, promotion and transfers, training and development and dismissals.

BETTER STANDARDS ALL ROUND

The National Accessibility Standards are one of the most widely accepted ways of improving access and quality. They will not address every particular need in every situation, but they can take disabled accessibility a long way forward.

The ETC-led review group has listened carefully to businesses, tourism organisations, local authorities, disability groups and others to produce a new set of greatly improved accessibility Standards. Major new initiatives include comprehensive accessibility Standards for mobility-, hearing- and visually-impaired people, and a much clearer Standards rating system.

The proposed Standards improve and expand on the existing scheme and complement several new national and regional accessibility initiatives. Some of these, such as accessibility seminars and workshops, are related to the proposed Standards scheme. The Standards also operate alongside disability awareness, equality training and other initiatives designed to make it easier for disabled customers to book, access and enjoy English accommodation.

WHAT DISABLED CUSTOMERS WANT...

ETC research shows that, when they are researching and booking accommodation, customers with mobility and sensory impairments want:

- a straightforward, easy-to-understand quality Standards scheme offering accurate and reliable accessibility information
- to be totally sure that what they are booking is what they will get
- to be treated like a customer, just like anyone else

WE VALUE YOUR FEEDBACK

We would like to hear from you. By completing and sending us the short questionnaire at the back of this consultation document, you can:

- make your voice heard
- help to shape the future of UK tourism
- tap into a large and growing market
- help to increase the competitiveness of UK tourism
- help to make UK tourist accommodation the most accessible, appealing and welcoming in Europe
- take the next step in making your accommodation more attractive to people with disabilities

Please take a few minutes to answer the questions on how the proposed Standards could be improved, introduced and developed – and please reply by **19th March 2001**.

WHAT NEXT? THE CONSULTATION TIMETABLE

February - Mid March 2001

Consultation with accommodation businesses on proposed accessibility Standards begins

Mid March 2001

Deadline for consultation responses

March - April 2001

Accessibility Standards finalised

Mid 2001

Finalised Standards distributed to accommodation businesses. Marketing of the scheme, training and inspections begin

Special thanks

ETC would like to thank the members of the National Accessibility Standards Technical Group for their advice and input.

These members represented:

- Access Unlimited
- Chester City Council Access Service
- Holiday Care
- John Grooms Holidays
- Northern Ireland Tourist Board
- North West Tourist Board
- Royal National Institute for the Blind/JMU
- Royal National Institute for Deaf People
- Scottish Tourist Board
- The Access Consultancy
- Wales Tourist Board

1.

ACCESSIBILITY STANDARDS FOR THE HEARING IMPAIRED

- CATEGORY H1** Mild hearing loss and difficulty following speech.
[Some of those with mild hearing loss will have the same requirements as those with moderate hearing loss]
- CATEGORY H2** Moderate hearing loss and difficulty following speech without a hearing aid.
[Anything completed for people with moderate hearing loss will assist those with mild hearing loss]
- CATEGORY H3** Severe hearing loss. Reliance on lip reading (even with a hearing aid)
May use sign language
- CATEGORY H4** Profound hearing loss. Reliance on lip-reading and may use sign language
- NR = No requirement

SECTION 1 - GENERAL ACCESS REQUIREMENTS

No.	Category H1	Category H2	Category H3	Category H4
1.1	Disability and deaf awareness training, especially for managers and staff who interface with customers	As Category H1	As Category H1	As Category H1
1.2	Clear signage to RNIB guidelines	As Category H1, plus where appropriate, symbols and pictograms should be incorporated	As Category H2	As Category H2
1.3	Emergency evacuation procedures taking into account needs of deaf and hard-of-hearing people	As Category H1	As Category H1	As Category H1

SECTION 2 - ACCESS TO INFORMATION

No.	Category H1	Category H2	Category H3	Category H4
2.1	Clear and plain language	As Category H1	As Category H1	As Category H1
2.2	Clear and plain format & presentation of brochures & websites	As Category H1	As Category H1	As Category H1

1. ACCESSIBILITY STANDARDS FOR THE HEARING IMPAIRED

SECTION 3 - ENTRANCE

No.	Category H1	Category H2	Category H3	Category H4
3.1	NR	Entry buttons should light up when pressed	As Category H2	As Category H2
3.2	Any entryphone should have amplification of sound produced through the relay system	As Category H1, entryphone plus visual indicator, (e.g. indication of pick-up response from inside) inductive coupler, and clear instructions for use	As Category H2	If entry is by voice communication, there must be an alternative procedure for entry for people who cannot communicate by voice

SECTION 4 - RECEPTION

No.	Category H1	Category H2	Category H3	Category H4
4.1	NR	Non-reflective glass partitions	As Category H2	As Category H2
4.2	NR	No distracting background behind reception counter. Any windows should have curtains or blinds	As Category H2	As Category H2
4.3	NR	Counter Loops fitted	As Category H2	NR
4.4	NR	Good, even lighting	As Category H2	As Category H2
4.5	NR	NR	Textphone to receive incoming calls. Where provided, must be linked with bedroom	As Category H3
4.6	NR	NR	Knowledge of, and registration with, 'Type Talk'	As Category H3

SECTION 5 - BEDROOMS

No.	Category H1	Category H2	Category H3	Category H4
5.1	NR	Emergency ID door hangers	As Category H2	As Category H2
5.2	NR	Vibrating pads linked to smoke alarm	As Category H2	As Category H2

1. ACCESSIBILITY STANDARDS FOR THE HEARING IMPAIRED

SECTION 5 (CONT.) - BEDROOMS

No.	Category H1	Category H2	Category H3	Category H4
5.3	NR	Where televisions are provided, TV listening devices should be available	As Category H2, plus addition of Sub-titled TV (Teletext)	As Category H3
5.4	Telephone with voice amplification and adjustable ringer	As Category H1, plus telephone should also be fitted with inductive coupler and flashing light	As Category H2, plus addition of textphone alternative with a reception link	Textphone which must have a reception link
5.5	NR	Flashing alarm clock with vibrating pad	As Category H2	As Category H2
5.6	NR	Flashing doorbell	As Category H2	As Category H2

SECTION 6 - TOILETS, WASHROOMS, BATHROOMS

No.	Category H1	Category H2	Category H3	Category H4
6.1	NR	Visual fire alarms should be installed	As Category H2	As Category H2
6.2	NR	NR	Emergency pull cords, (where fitted) should have visual alarm signal alternative to an audible alarm	As Category H3

SECTION 7 - LIFTS

No.	Category H1	Category H2	Category H3	Category H4
7.1	Emergency telephones (where fitted) should have amplified volumes and ringers	As Category H1, plus addition of inductive couplers and flashing light	As Category H2, plus textphone alternative	As Category H3
7.2	NR	Alarm buttons light up when pressed/message visually displayed to show that help is coming	As Category H2	As Category H2
7.3	Where voice-relay systems fitted, should have amplification of sound in lift	As Category H1, plus addition of inductive coupler in lift	As Category H2	As Category H2 plus Text message

1. ACCESSIBILITY STANDARDS FOR THE HEARING IMPAIRED

SECTION 8 - PUBLIC AREAS

No.	Category H1	Category H2	Category H3	Category H4
8.1	Public telephones with voice amplification	As Category H1, plus addition of inductive coupler	As Category H2, plus procedures enabling visitors to use reception textphone and/or public textphone and shelf to hold portable textphone	As Category H3
8.2	NR	Background music in restaurants/ bars/ lounge areas avoided or kept at low level	As Category H2	NR
8.3	NR	Where televisions are provided in lounge and other public areas, induction loops supplied and /or tv listening devices made available	As Category H2, plus sub-titles (Teletext)	Addition of subtitles (Teletext)

SECTION 9 - CONFERENCE FACILITIES (RECOMMENDATIONS)

No.	Category H1	Category H2	Category H3	Category H4
9.1	Good quality sound system	As Category H1	As Category H1	As Category H1
9.2	NR	Induction loop fitted for people with hearing aids, or infrared system or portable induction loops available on request	As Category H2	As Category H2
9.3	NR	NR	There should be good even lighting and/or spotlights with dimmers that allow lighting to focus speakers and lip-readers	As Category H3

2.

ACCESSIBILITY STANDARDS FOR THE MOBILITY IMPAIRED

- CATEGORY M1** Typically suitable for a person with restricted walking ability
- CATEGORY M2** Typically suitable for a person who uses a wheelchair most of the time, and whose ambulant ability is sufficient that, within private rooms, they can transfer to a standing position, to/from chairs, bed etc
- CATEGORY M3** Typically suitable for a person who depends on the use of a wheelchair and transfers to and from the wheelchair in a seated position (i.e., without standing). They can transfer without assistance
- CATEGORY M4** Typically suitable for a person who depends on the use of a wheelchair and transfers to and from the wheelchair in a seated position. They also require mechanical assistance

NR = No requirement. NA = Not applicable

SECTION 1 - RAMPS

[A stepped alternative should also be provided]

No.	Category M1	Category M2	Category M3	Category M4
1.1	Where a ramp is provided gradient not steeper than 1 in 12	As category M1	As Category M1	Not steeper than 1 in 15
1.2	NR	Individual flights no longer than 5.0m	As Category M2	Individual flights no longer than 10.0m
1.3	Unobstructed width at least 1.0m	Unobstructed width at least 1.2m	As category M2	As category M2
1.4	NR	Top, bottom and any intermediate landings are at least 1.2m long and clear of any door swing	As category M2	Top, bottom and any intermediate landings are at least 1.5m long and clear of any door swing
1.5	Raised kerbs at least 100mm high on any open side	As category M1	As category M1	As category M1
1.6	A continuous handrail to be provided (in compliance with section 3) on both sides of ramps or steps 900mm above the pitchline of ramp and 1.0m above the surface of landings	As category M1	As category M1	As category M1

SECTION 2 - STEPS (WHEREVER ENCOUNTERED)

No.	Category M1	Category M2	Category M3	Category M4
2.1	Maximum three together with continuous handrail (see section 3)	Ramp or level access	As category M2	As category M2
2.2	Uniform height and not exceeding 190mm	Ramp or level access	As category M2	As category M2
2.3	Goes to be uniform and not less than 250mm	NA	NA	NA
2.4	Width not less than 750mm	NA	NA	NA

SECTION 3 - HANDRAILS - INTERNAL & EXTERNAL

No.	Category M1	Category M2	Category M3	Category M4
3.1	A continuous handrail to both sides of ramps and 2 or 3 steps or more at 900mm above the pitchline	As category M1	As category M1	As category M1
3.2	Extending at least 300mm beyond either end of ramps or steps, and where terminated with a closed end, with the exception of where an extension would project into a pedestrian route	As category M1	As category M1	As category M1
3.3	Diameter 35mm to 50mm	As category M1	As category M1	As category M1

2. ACCESSIBILITY STANDARDS FOR THE MOBILITY IMPAIRED

SECTION 4 - PUBLIC ENTRANCE

No.	Category M1	Category M2	Category M3	Category M4
4.1	A setting down point is required at the entrance	As category M1	As category M1	As category M1
4.2	Where provided a parking bay at least 2.8m wide and close to the entrance (if the fire authority permits)	Where provided a designated parking bay at least 3.6m wide, level, marked out/effectively sign-posted, and close to the entrance (if the fire authority permits) At least one space per accessible bedroom	As category M2	As category M2
4.3	Parking bays to entrance route length 50m max if open, 100m max if covered (if the fire authority permits)	As category M1	As category M1	As category M1
4.4	Route not steeper than 1 in 12	As category M1	As category M1	Route not steeper than 1 in 15
4.5	No more than 3 steps along route	No steps along route	As category M2	As category M2
4.6	Route surface firm and even	As category M1	As category M1	As category M1

SECTION 5 - THRESHOLDS

No.	Category M1	Category M2	Category M3	Category M4
5.1	NR	Not exceeding 20mm	As category M2	Flush

SECTION 6 - DOORS - MAIN ENTRANCE & INTERNAL

No.	Category M1	Category M2	Category M3	Category M4
6.1	Minimum single leaf clear opening not less than 670mm wide	Minimum single leaf clear opening not less than 750mm wide	Minimum single leaf clear opening not less than 750mm wide	Minimum clear opening not less than 800mm wide
6.2	Unobstructed level space not less than 900mm by 900mm clear of door swing, opposite doors	Unobstructed level space not less than 1200mm by 900mm clear of door swing, opposite doors	Unobstructed level space not less than 1200mm by 1200mm clear of door swing, opposite doors	Unobstructed level space not less than 1500mm by 1500mm clear of door swing, opposite doors

2. ACCESSIBILITY STANDARDS FOR THE MOBILITY IMPAIRED

SECTION 7 - DOOR HANDLES (WHEREVER ENCOUNTERED)

No.	Category M1	Category M2	Category M3	Category M4
7.1	(Ideally but not mandatory) distinguishable with horizontal pull or lever action handle	As category M1	As category M1	Distinguishable with Horizontal pull or lever action, 900mm to 1200mm above floor level
7.2	900mm - 1400mm above finished floor	850mm - 1200mm above finished floor	As category M2	As category M2

SECTION 8 - INTERIOR - GENERAL

No.	Category M1	Category M2	Category M3	Category M4
8.1	Fixed, slip resistant floor surface. e.g. strip wood floor/ close pile carpet	As category M1	As category M1	As category M1
8.2	NR	Lowered reception counter or separate desk, 1000mm long and 800mm high with a clear space under the counter of 750mm	As category M2	As category M2
8.3	NR	Unobstructed space at reception counter 1200mm by 1200mm	As category M2	As category M2

SECTION 9 - SWITCHES, CONTROL PANELS AND CURTAIN PULLS (WHEREVER ENCOUNTERED)

No.	Category M1	Category M2	Category M3	Category M4
9.1	NR	Max height 1400mm	Max height 900-1200mm	As category M3

2. ACCESSIBILITY STANDARDS FOR THE MOBILITY IMPAIRED

SECTION 10 - MIRRORS (WHEREVER ENCOUNTERED)

No.	Category M1	Category M2	Category M3	Category M4
10.1	Lower edge not more than 900mm and upper not less than 1800mm above floor level	As category M1	As category M1	As category M1

SECTION 11 - PASSAGEWAYS AND CORRIDORS INCLUDING RESTAURANT, BARS AND OTHER AISLES

No.	Category M1	Category M2	Category M3	Category M4
11.1	Unobstructed width of not less than 750mm	Unobstructed width of not less than 900mm	As category M2	Unobstructed width of not less than 1200mm
11.2	Permitted narrowing to 650mm over 1500mm max length at not less than 6.0m Interval At location of immovable structural or service item	Permitted narrowing to 750mm over 1500mm max length at not less than 6.0m interval At location of immovable structural or service item	Permitted narrowing to 750mm over 1500mm max length at not less than 6.0m interval At location of immovable structural or service item	Permitted narrowing to 900mm over 1500mm max length at not less than 6.0m interval At location of immovable structural or service item

SECTION 12 - LIFT - WHERE ALL ACCESSIBLE BEDROOMS AND PUBLIC AREAS ARE NOT ON THE GROUND FLOOR

No.	Category M1	Category M2	Category M3	Category M4
12.1	NR	Approach space not less than 1200mm by 900mm	Approach space not less than 1200mm by 1200mm	Approach space not less than 1500mm by 1500mm
12.2	Door clear opening width not less than 670mm Allows ambulant use	Door clear opening width not less than 750mm (Allows passage of 650mm wide wheelchair)	As category M2	Door clear opening width not less than 800mm
12.3	NR	A lift with automatic doors	As category M2	A lift with automatic doors, requiring little or no pressure to activate the controls

2. ACCESSIBILITY STANDARDS FOR THE MOBILITY IMPAIRED

SECTION 12 (CONT.) - LIFT - WHERE ALL ACCESSIBLE BEDROOMS AND PUBLIC AREAS ARE NOT ON THE GROUND FLOOR

No.	Category M1	Category M2	Category M3	Category M4
12.4	Interior floor not less than 1100mm deep by 700mm wide	Interior floor not less than 1200mm deep by 800mm wide	As category M2	Interior floor not less than 1400mm deep by 1100mm wide
12.5	NR	Controls internal and external, including emergency alarms to be 1400mm max above floor level	Controls internal and external, including emergency alarms to be between 900mm - 1200mm above floor level	As category M3

SECTION 13 - BEDROOMS

No.	Category M1	Category M2	Category M3	Category M4
13.1	Door with clear opening not less than 670mm wide	Door with clear opening not less than 750mm wide	As category M2	Door with clear opening not less than 800mm wide
13.2	NR	A clear space opposite door of not less than 1200mm	As category M2	A clear space opposite door of not less than 1500mm
13.3	NR	A clear turning space of not less than 1200mm by 800mm	A clear turning space of not less than 1200mm by 1200mm	A clear turning space of not less than 1500mm by 1500mm
13.4	NR	Unobstructed access to at least one side of the bed 800mm	As category M2	Unobstructed access to at least one side of the bed 900mm
13.5	Unobstructed access to all furniture and fittings at least 670mm. The prior removal of furniture is acceptable	Unobstructed access to all furniture and fittings at least 800mm	As category M2	Unobstructed access to all furniture and fittings at least 900mm
13.6		Firm bed surface height between 450mm and 540mm To facilitate ease of standing	Firm bed surface height between 450mm and 540mm When sat on, the surface of the mattress should not be less than 450mm high	As category M3
13.7	NR	NR	NR	A clear space of at least 160mm under bed is required for use of mobile hoist

2. ACCESSIBILITY STANDARDS FOR THE MOBILITY IMPAIRED

SECTION 13 (CONT.) - BEDROOMS

No.	Category M1	Category M2	Category M3	Category M4
13.8	Emergency evacuation notice clearly positioned	Emergency evacuation notice positioned between 900mm and 1200mm At wheelchair user reading height	As category M2	As category M2
13.9	NR	Desk and tables to have a clear space of 650mm - 750mm (blocks to raise height or the removal desk draw is acceptable)	As category M2	As category M2
13.10	NR	NR	NR	Spy holes between 1100mm - 1200mm Ideally, but not mandatory
13.11	Beverage facilities, where available, should be at table level, close to electric socket and cordless kettle	As category M1	As category M1	As category M1

SECTION 14 - WARDROBE CLOTHES RAILS

No.	Category M1	Category M2	Category M3	Category M4
14.1	NR	Wardrobe door handles height maximum height between 900mm-1200mm	As category M2	As category M2
14.2	NR	Clothes rails at a maximum height of 1400mm	As category M2	Height between 900mm-1200mm

SECTION 15 - BATHROOM

No.	Category M1	Category M2	Category M3	Category M4
15.1	Immediately available to person with restricted ambulant mobility	As category M1	As category M1	Ensuite must be available

2. ACCESSIBILITY STANDARDS FOR THE MOBILITY IMPAIRED

SECTION 15 (CONT.) - BATHROOM

No.	Category M1	Category M2	Category M3	Category M4
15.2	Door with clear opening at least 670mm wide	Door with clear opening at least 750mm wide	Door with clear opening at least 750mm wide	Door with clear opening at least 800mm wide
15.3	NR	Unobstructed floor space clear of any door swing at least 1200mm by 800mm	Unobstructed floor space clear of any door swing at least 1200mm by 1200mm	Unobstructed floor space clear of any door swing at least 1500mm by 1500mm
15.4	(Ideally recommended but not mandatory) Wash basin with lever taps	Wash basin with lever taps and clear under-space of 650mm	Wash basin with lever taps and clear under space at least 650mm high Assumes no pedestal, vanity unit or boxing under and head-on access at least 800mm wide	Wash basin with lever taps and clear under space between 650mm - 750mm high. An adjustable height basin is desirable
15.5	NR	Towel rail between 900-1200mm	As category M2	As category M2

SECTION 16 - BATH ONLY AND BATH WITH OVERHEAD SHOWER

No.	Category M1	Category M2	Category M3	Category M4
16.1	NR	Space to side of bath at least 800mm wide	As category M2	Space to side of bath at least 900mm wide
16.2	NR	Height from floor to bath rim between 450mm and 500mm	As category M2	As category M2
16.3	NR	NR	NR	A space of no less than 160mm under bath for the use of a mobile hoist
16.4	Horizontal rail opposite transfer space to bath between 150mm and 250mm above the bath rim (ideally but not mandatory)	Horizontal rail opposite transfer space to bath between 150mm and 250mm above the bath rim	As category M2	Horizontal rail opposite transfer space to bath between 150mm and 250mm above the bath rim
16.5	Bathing board or seat provided (ideally but not mandatory) Where only a bath is provided, there must be some means of entering and/or bathing in a sitting position at rim height	As category M1 Where only a bath is provided, there must be some means of entering and/or bathing in a sitting position at rim height	As category M2	As category M2
16.6	A slip resistant vertical rail between 900mm and 1400mm above the bath base	As category M1	As category M1	As category M1

2. ACCESSIBILITY STANDARDS FOR THE MOBILITY IMPAIRED

SECTION 17 - SHOWER

No.	Category M1	Category M2	Category M3	Category M4
17.1	The shower tray (where provided) should not exceed more than 190mm high	Level entry	As category M2	A separate shower facility or shower only bathroom must be provided with level entry
17.2	NR	Transfer space to side of shower seat position at least 800mm wide	Transfer space to side of shower seat position at least 800mm wide	Transfer space to side of shower seat position at least 900mm wide
17.3	To facilitate ease of standing a seat or shower chair seat (a means of sitting in the shower) height between 450mm and 500mm above shower base	To facilitate ease of standing hinged seat or shower chair seat height between 450mm and 500mm above shower base	Hinged seat or shower chair with removable arms. Seat height between 450mm and 500mm above shower base Transfer is accomplished in a seated position. Chair arms would impede this Self-propelled shower chair would be acceptable with removable arms provided	Hinged seat or shower chair with removable arms. Seat height between 450mm and 500mm above shower base Transfer is accomplished in a seated position. Chair arms would impede this
17.4	Surface of seat at least 400mm by 400mm The size of the seat must be adequate for person with restricted mobility	As category M1	Surface of seat at least 400mm by 400mm. The position and size of the seat must allow transfer from/to wheelchair in sitting position	As category M3
17.5	A horizontal support rail	Horizontal rail opposite transfer space at least 450mm long, between 700mm and 750mm above shower floor	As category M2	As category M2
17.6	NR	Centreline of shower seat not more than 500mm from wall opposite transfer space	As category M2	As category M2
17.7	NR	A drop down rail on the transfer side of the seat	As category M2	As category M2
17.8	Controls and shower head adjustment between 900mm to 1800mm	Controls and shower head adjustment positioned between 900mm to 1200mm high	As category M2	As category M2

2. ACCESSIBILITY STANDARDS FOR THE MOBILITY IMPAIRED

SECTION17 (CONT.) - SHOWER

No.	Category M1	Category M2	Category M3	Category M4
17.9	(Ideally, but not mandatory) an emergency alarm call system in reach from floor To enable a person who has fallen to call for assistance	Emergency alarm call system in reach from floor To enable a person who has fallen to call for assistance	As category M2	As category M2
17.10	NR	Towel rail between 900mm and 1200mm	As category M2	As category M2

SECTION 18. - WC

No.	Category M1	Category M2	Category M3	Category M4
18.1	NR	Clear transfer space to side of WC at least 800mm wide	As category M2	Clear transfer space to side of WC at least 900mm wide
18.2	NR	Front edge of rim to project at least 750mm from back wall	As category M2	As category M2
18.3	NR	Centreline of WC not more than 500mm from wall opposite transfer space	As category M2	As category M2
18.4	(Ideally but not mandatory) a seat height raiser available on request	Seat height between 450mm and 500mm	As category M2	As category M2
18.5	NR	Flushing handle on transfer space side of cistern	As category M2	As category M2
18.6	A horizontal support rail beside WC fixed to the wall	A horizontal support rail opposite transfer space at least 450mm long, between 700-750mm above floor level	As category M2	As category M2
18.7	(Ideally but not mandatory) a hinged up/down rail on transfer side 750mm high and 350mm to 400mm from centreline of WC to facilitate ease of standing	Hinged up/down rail on transfer side 750mm high and 350mm to 400mm from centreline of WC to facilitate ease of standing	As category M2	As category M2
18.8	Toilet paper holder within easy reach (when sitting on WC)	As category M1	As category M1	As category M1

2. ACCESSIBILITY STANDARDS FOR THE MOBILITY IMPAIRED

SECTION 19 - KITCHEN AREA - (SERVICED & SELF-CATERING ACCOMMODATION)

No.	Category M1	Category M2	Category M3	Category M4
19.1	NR	NR	There must be a minimum clear floor space of 1500mm in front of units and worksurfaces	As category M3
19.2	NR	NR	At least one worksurface or table should have a clear underspace between 650mm-800mm high	As category M3
19.3	NR	NR	The hob should not be more than 800mm high. Hob to have clear underspace below or alongside and accessible controls	As category M3
19.4	NR	NR	The oven should have front controls and base between 650mm-800mm above floor	As category M3
19.5	NR	NR	The sink should have lever taps and a clear under-space of 650mm-750mm	As category M3
19.6	NR	NR	The base of wall cupboards and shelves should not be more than 1200mm above floor	As category M3
19.7	NR	NR	Light switches and door handles should not be more than 900mm-1200mm above floor	As category M3
19.8	NR	NR	Power socket should not be more than 900mm-1200mm above floor with unobstructed access (extension sockets acceptable)	As category M3
19.9	NR	NR	A fire extinguisher or fire blanket not more than 900mm-1200mm above floor should be sited between the hob and doorway, and be accessible	As category M3

2. ACCESSIBILITY STANDARDS FOR THE MOBILITY IMPAIRED

SECTION 20 - PUBLIC AREA - WC

(Ideally door to open outwards to permit access in emergency, in case the person has fallen over behind the door)

No.	Category M1	Category M2	Category M3	Category M4
20.1	NR	NR	Door with clear opening at least 750mm wide Allows passage of 650mm wheelchair	Door with clear opening at least 800mm wide
20.2	NR	NR	Unobstructed floor space clear of any door swing at least 1200mm by 900mm	Unobstructed floor space clear of any door swing at least 1200mm by 1200mm
20.3	NR	NR	Wash basin with clear underspace at least 650mm high within reach of person when seated on WC. Assumes no pedestal, vanity unit or boxing under and head-on access at least 800mm wide	As category M3
20.4	NR	NR	Towel rail 900mm to 1200mm from floor	As category M3
20.5	NR	NR	Clear transfer space to side of WC at least 800mm wide	Clear transfer space to side of WC at least 900mm wide
20.6	NR	NR	Front edge of rim to project at least 750mm from back wall	As category M3
20.7	NR	NR	Centreline of WC not more than 500mm from wall opposite transfer space	As category M3
20.8	NR	NR	Seat height between 450mm and 500mm	As category M3
20.9	NR	NR	Flushing handle on transfer space side of cistern	As category M3

2. ACCESSIBILITY STANDARDS FOR THE MOBILITY IMPAIRED

SECTION 20 (CONT.) - PUBLIC AREA - WC

(Ideally door to open outwards to permit access in emergency,
in case the person fallen over behind the door)

No.	Category M1	Category M2	Category M3	Category M4
20.10	NR	NR	Horizontal handrail opposite transfer space 700mm-750mm above floor level	As category M3
20.11	NR	NR	Hinge up/down rail on transfer side 750mm high and 350mm to 400mm from centreline of WC	As category M3
20.12	NR	NR	Toilet paper holder in easy reach	As category M3
20.13	NR	NR	Emergency cord within reach of the floor	As category M3

SECTION 21 - PUBLIC AREA - BARS & RESTAURANTS

(At least one part of a public bar, restaurant and lounge shall be accessible, without steps, for wheelchair users at level M2/M3/M4)

No.	Category M1	Category M2	Category M3	Category M4
21.01	NR NR	A table with at least 650mm clear underspace, (one per designated accessible bedroom) Tables without a central column preferred. Blocks to raise the height of table if required are acceptable	As category M2	As category M2
21.02	Staff available to offer assistance to guests	As category M1	As category M1	As category M1
21.03	NR	A lowered section of buffet/servery area and/or table service available on request	As category M2	Table service available

3.

ACCESSIBILITY STANDARDS FOR VISUALLY IMPAIRED

CATEGORY V1

Essential requirements for Visually impaired visitors

CATEGORY V2

Recommended requirements for visually impaired visitors (Best Practise)

Staff should have attended disability equality training, providing staff with an insight into issues relating to people with various disabilities. Staff awareness is very important. It is essential that all staff receive some basic training on egress issues and disability equality training.

Consult with your local fire authority for further guidance on evacuation procedures

SECTION 1 - RAMPS

No.	Category V1	Category V2
1.1	On arrival if a guest does not ask for a familiarisation tour then the proprietor should offer	As category V1
1.2	Continuous hand rail on both sides (needs to be of a contrasting colour)	As category V1
1.3	Gradient not greater than 1:12	As category V1
1.4	Raised kerbs at base 100mm high on an open side	As category V1
1.5	A tapping, or lower rail should be positioned so that its bottom edge is no higher than 200mm above ground level	As category V1
1.6	Top and bottom of ramps to have contrasting texture and colour	As category V1

SECTION 2 - STEPS

No.	Category V1	Category V2
2.1		A tactile corduroy warning surface should be incorporated at the top and bottom of a flight of stairs. Refer to Guidance on the Use of Tactile Paving Surfaces, DETR 1999
2.2		Top and bottom of steps to have contrasting texture and colour
2.3		Where possible/permitted permanent tonal contrast on all nosings exceeding the full width of the step
2.4	All risers must be closed	As category V1
2.5	Enclose or protect underside of the stairs to a height of 2300mm	As category V1
2.6	Lighting should be bright and of uniform levels in the stairways	See Chartered Institute of Building Serviced Engineers (CIBSE) code of practise
2.7	Handrails should be present on both sides of the staircase, compliant with section 3	As category V1

SECTION 3 - HANDRAILS

No.	Category V1	Category V2
3.1	A continuous handrail should be provided on both sides of steps and ramps	As category V1
3.2	The handrail should be positioned 900mm above the surface of the ramp or steps and 1000mm above the surface of landings	As category V1
3.3	The handrail must extend horizontally 300mm minimum beyond either end of ramps or steps and terminated with a closed end that does not project into a pedestrian route	As category V1
3.4	The handrail should be tubular in section of diameter 35-50mm and be supported on brackets which do not obstruct continuous hand contact with the handrail	As category V1
3.5	The handrail should achieve tonal contrast with its surrounding environment	As category V1
3.6	The handrail should be formed from materials that are not cold to the touch and provide good grip and contrast e.g. nylon, powder coatings or wood, NOT polished metal finishes	As category V1

SECTION 4 - PUBLIC ENTRANCE

No.	Category V1	Category V2
4.1	If the approach to the entrance runs close to the building line, projecting windows or an outward opening door must be protected	As category V1
4.2	The entrance should be adequately illuminated	As category V1

SECTION 5 - MAIN ENTRANCE AND DOORS

No.	Category V1	Category V2
5.1	Doors should always be fully closed or held open against walls or other surfaces	As category V1
5.2	Glass panels and doors should be clearly marked with writing or pictures which can be easily identified	As category V1
5.3	The threshold across the door must not exceed 20mm	Threshold flush with surrounding surface
5.4	The threshold should be rounded to prevent the risk of tripping	As category V1

SECTION 5 (CONT.) - HANDRAILS

No.	Category V1	Category V2
5.5	Door mats should be firmly fixed, to avoid slipping	Doormats should be flush with floor finish and securely fixed
5.6	Any canopy structure should not protrude into a pedestrian route. Contrasting banding should be evident at head height	As category V1
5.7	Door closers should incorporate a delay mechanism to allow people sufficient time to pass through (e.g. hooks on wall or a wedge to hold door open is acceptable)	As category V1
5.8	Door furniture should be positioned between 900-1200mm above floor finish	As category V1
5.9		Where appropriate there should be an automatic sliding door. Revolving doors should be avoided. If fitted then they must be accompanied by at least a side hung door
5.10	With the exception of fire doors, doors should be easy to open (assistance available on request)	Pressure should not exceed 25-30 newtons
5.11	Door furniture should be contrasting	Door furniture with horizontal pull or lever action handle
5.12		Door ironmongery should be manufactured from a material which is warm to touch and provides good grip, e.g. nylon or powder coating NOT polished metal
5.13	Directional/Information signage should be repeated in long corridors	

SECTION 6 - INTERIOR GENERAL

No.	Category V1	Category V2
6.1		High gloss finishes should be avoided because reflections of both natural and artificial light can distort images to an unrecognisable degree and create glare. Interior décor should avoid complicated and confusing patterns
6.2		Ideally tables should be above knee height as well as being anti-glare (i.e no glass tops, no sharp or protruding edges)
6.3	For standing adults, a counter height of between 1000mm and 1200mm is a comfortable writing height or separate desk	
6.4	Lighting should be positioned to illuminate the receptionist and the desktop without creating glare. Additional lighting by the visitors book/registration card is essential	

3. ACCESSIBILITY STANDARDS FOR VISUALLY IMPAIRED

SECTION 6 (CONT.) - INTERIOR GENERAL

No.	Category V1	Category V2
6.5		Adjoining areas and services, such as staircases, lifts, toilets and office suites, should be clearly identifiable
6.6		Large spaces can be a problem in terms of orientation and should be carefully divided into smaller units by varying elements such as furniture or floor coverings in sections with differing uses
6.7	There should be clear, unimpeded routes throughout the establishment	As category V1
6.8		It is useful to create a path leading to the reception desk using contrasting floor finishes (e.g. from wood/ carpet to vinyl)
6.9		Ambient noise levels should be kept to a minimum in open plan areas
6.10		A selection of chairs of variable heights, including some with arms, should be available

SECTION 7 - INTERIOR GENERAL

No.	Category V1	Category V2
7.1	Any protruding or overhanging obstructions should be removed or recessed, to a height of 2600mm (e.g. light fittings in corridors at head height)	As category V1
7.2		Interior décor should incorporate tonal contrast between the critical surfaces to aid orientation. Skirting boards, flooring, doors and rooms should be colour contrasted to also aid orientation

SECTION 8 - PASSAGEWAYS AND CORRIDORS

No.	Category V1	Category V2
8.1	Corridors should be left unobstructed and features such as fire extinguishers and radiators recessed where reasonable (consult with local fire authority)	As category V1
8.2	Floor finishes should have a firm, level, matt surface. Highly polished floors should be avoided	As category V1
8.3	Where double doors of unequal widths are used, the wider leaf should always be on the same side throughout the length of the corridor and both leaves should be unlocked	As category V1
8.4		Windows positioned at the end of corridors or passageways should be avoided to reduce glare through using tinted glass, anti-glare treatment or blinds

SECTION 8 (CONT.) - PASSAGEWAYS AND CORRIDORS

No.	Category V1	Category V2
8.5		The end of a corridor should be highlighted by, for example, good colour and tone contrast between walls and floor coverings and a change of light
8.6		In long corridors, consideration should be given to the provision of resting places or support rails

SECTION 9 - LIFTS - WHERE ALL ACCESSIBLE BEDROOMS AND PUBLIC AREAS ARE NOT ON THE GROUND FLOOR

No.	Category V1	Category V2
9.1	Minimum internal dimensions for passenger lifts of 1100mm deep x 700mm wide are recommended (For a fully ambulant visually impaired person)	Refer to mobility standard for wider dimensions for wheelchair users
9.2	The clear opening width of the doors should be a minimum of 670mm (allows ambulant use)	As category V1
9.3	A clear landing area in front of the lift doors of minimum dimensions 1200mm x 800mm should be provided	As category V1
9.4	The floor level/location should be indicated on the wall adjacent to or just above the call buttons, and opposite the lift doors where possible in tactile/braille and large print	As category V1
9.5	All call buttons should contrast with wall finish, either by using a contrasting panel, or a contrasting border around the button panel. Lift buttons should be prominent to wall or lift surfaces	As category V1
9.6	All call buttons should be located within the range 900-1200mm above floor finish and should require a light sensitive touch	As category V1
9.7	Internal lighting should provide a minimum of 100 LUX (approximately 50-75 LUX at floor level) uniformly distributed avoiding the use of spotlights or down lighters wherever possible	Refer to See Chartered Institute of Building Serviced Engineers (CIBSE) code of practise guidelines
9.8		A handrail should be provided along both sides and the back wall, 900mm above floor level, and comply with section 3
9.9	Where visual and audible floor level indicators are provided it is essential they are operating. If the audio floor operator is not available then a Braille sign or tactile plate should be close to lift buttons indicating the floor level	As category V1

SECTION 9 (CON.) - LIFTS - WHERE ALL ACCESSIBLE BEDROOMS AND PUBLIC AREAS
ARE NOT ON THE GROUND FLOOR

No.	Category V1	Category V2
9.10	Where fitted door closing should be controlled by a photo-eye/infra-red device to ensure doors do not make physical contact with people standing in their path	As category V1
9.11	To reassure people within the lift, an emergency system should be available. A means of locating the emergency button should be in place (e.g. Braille or tactile information)	As category V1
9.12	Lift locations should be clearly sign posted	Lift locations should be clearly sign posted throughout establishment with guiding tactile markings
9.13	The colour and tone of the lift doors should contrast with the surrounding wall finish to assist in their location	As category V1
9.14		By making the landing area distinguishable by floor surface and contrast, it will aid location and recognition of core areas
9.15		Internal control buttons inside the lift should be positioned on the flank wall, at a height of between 900mm and 1200mm, rather than front on the wall to allow access from the back and front of the lift car
9.16		Internal walls should have a non-reflective, matt finish in a colour and tone contrasting with the floor, which should also have a matt, non-slip finish
9.17		A visual information system should be positioned just above head height, to ensure a clear sight line when the lift car is full (between 1800-1900mm above floor finish), and should comprise a minimum dimensions of 60mm x 50mm
9.18	Where an emergency phone is provided it should be colour contrasted and should a number be required it must be displayed in large print or Braille	As category V1
9.19		Call and control buttons should provide confirmation that the button has worked. For example, visual output where the button illuminates, and audible output when it makes a sound

SECTION 10 - BEDROOM

No.	Category V1	Category V2
10.1	Unimpeded space around and between beds is essential guidance, a minimum of 800mm between furniture	As category M1 plus Sliding wardrobe doors are preferable
10.2	Bedroom doors must be able to be fully opened against adjacent Bedroom walls	As category V1
10.3	Trailing cables must not impede routes within the room	As category V1
10.4	Power points should be fitted between 900mm and 1200mm above the floor	As category V1
10.5	Ideally all furniture should have rounded edges and corners	As category M1 plus furniture should be selected to improve contrast with the décor
10.6	Wardrobe door handles and drawer knobs must be easy to see and grip and should contrast with the door or drawer finish	As category V1
10.7		Complicated patterned materials for carpets and bedspreads must be avoided
10.8	Information should be available in alternative formats (e.g. large print/braille or audio tape on request)	As category V1
10.9	Bedrooms should have uniform, even lighting	As category M1 plus dimmer switches can enable independent control and allow for higher illumination
10.10	Additional task (positioned) lighting is required for providing levels of increased light	As category V1
10.11	If a double bedroom, it should be designed to accommodate two single beds (e.g. zip and link beds)	As category V1
10.12	Where provided, a telephone should conform to BT standard with raised pip of number 5	As category M1 plus talking telephone refer to BT guide for disabled customers which has a range of facilities available

SECTION 11 - BATHROOM AND TOILET

No.	Category V1	Category V2
11.1	Unobstructed floor space should be at least 1200mm x 800mm (Bins/soap dispensers/towel rails should be carefully positioned so as not to pose a hazard)	As category V1
11.2	The floor should be slip-resistant, easy to clean and waterproof. Where carpet is used it should be firmly fixed to avoid slipping	As category V1
11.3	The door should have a clear opening not less than 670mm (for ambulant visually impaired person)	As category V1
11.4	The access door should be fitted with an emergency release lock	As category V1

SECTION 11 (CON.) - BATHROOM AND TOILET

No.	Category V1	Category V2
11.5	The door lock should be easily operable, large fitting, with an easy-to-move lever	As category V1
11.6	The door should be fitted with a pull bar, to assist closing	As category V1
11.7	Radiators and hot water pipes should be located away from the WC and shower seat	As category V1
11.8	The position of the basin should not restrict access to the WC	As category M1 plus an electrical height adjustable wash basin could be considered
11.9	A lever operated mixer tap fitted on the side of the basin closest to the WC is useful as it allows hot and cold water to be used from a seated position on the WC	As category V1
11.10	Coat hooks at head height in a bathroom or toilet are a potential hazard and should therefore be carefully sited and contrast with the wall finish for maximum visibility	As category V1
11.11	Signs displaying printed instructions should be in large print (minimum 14 Font)	As category V1
11.12	Emergency alarm call system in reach from floor and visible in red	As category V1
11.13		Contrast between fittings and fixtures and wall or floor finishes will assist in their location (avoid all white finish to bathroom)
11.14	Shower controls should have clearly visible signs, preferably with embossed symbols for on/off and hot/cold	As category V1
11.15		Where provided the shower spray head should be fixed to a flexible hose and slider fitting to give an adjustable height range of 900-1800mm above floor finish
11.16		Where possible, embossed Markings should be added to the thermostatic control of showers (this could be done by the manufacturer, or could be added using tactile marking fluid, such as Hi-Mark)
11.17	The water temperature should be thermostatically controlled at 40°-45°	As category V1
11.18	A lever flush handle should be on the most accessible side of the WC	As category V1
11.19		All toilet facilities should incorporate audible and visual fire alarms and provide feedback within the cubicle to confirm to the user that help is on the way
11.20		Light fittings should illuminate the user's face without being visible in the mirror. For this reason, most units which have an integral light are unsatisfactory

SECTION 12 - RESTAURANTS & BAR

No.	Category V1	Category V2
12.1		Lighting should be positioned to illuminate serving staff and without creating glare and prevent down lighting creating shadows over staff, obscuring facial detail and making lip reading difficult.
12.2	Clear unobstructed routes should be provided through restaurant and bar facilities (the removal of furniture on request is acceptable)	As category V1
12.3	Information should be available in alternative formats, if fixed menus and price lists this could include producing Braille, large print or audio tape. If changing it may mean providing staff to read menus for example	As category V1
12.4		Tableware should contrast with the table surface or tablecloth to assist independent use

SECTION 13 - EMERGENCY EVACUATION STRATEGY

Consultation with the local fire officer is strongly recommended before taking any action concerning emergency egress. The management procedures identified in the fire evacuation strategy will be influenced by the design of the building, its occupancy and its use.

No.	Category V1	Category V2
13.1	Escape route maps and procedural information should be provided for visually impaired	The availability of escape route maps and procedural information in other formats
13.2	Clear, well illuminated signage indicating escape routes is essential	As category V1 plus Décor can also be used to provide orientation clues about the location of the exit
13.3	The fire evacuation point should be clearly identified	As category V1
13.4		It is now possible to install fire alarms that can incorporate an audible instruction (which can be overridden by the Fire Officer)

GLOSSARY OF DISABILITY RELATED TERMS

Bed/table blocks

Wooden blocks to raise a bed/dining table for wheelchair-users

Blind person

A person with little or no usable sight

Braille

A writing system for blind people using patterns of raised dots to form letters

BSI (British sign language)

Language used by deaf people using hand gestures and lip patterns

Egress

Outlet, exit, vent

Flashing/strobe lights

Emergency alarm system for deaf people

Footplates

Foot-rests on a wheelchair

Grab rails

Support rails in bathrooms/toilets

Gradient

Slope of ramp

Dogs:

For Disabled People

Trained to pick up things for wheelchair-users

Guide dog

Trained to guide a blind person

Hearing dog

Trained to alert deaf person to sound

Service Dog

Working dog for blind, deaf or physically disabled people

Hard-of-Hearing Person

Person with limited hearing

Hearing aid

Device to amplify sound for hard-of-hearing people

Induction loop

This is a thin white cable which is installed around the skirting board of a room, attached to a control box and to a microphone and connected to the sound system within the room. Large induction loop systems should conform to the recommendations of the British Standard, BS7594. They can be installed to cover areas up to 540m square and may input for alarm or security systems. A counter loop enables staff in reception or in other public areas to communicate much more effectively with someone who uses a hearing aid. The person can switch the aid to the T position which means they only hear what is coming out of the sound system.

Large print

This is the accepted requirement for visually impaired people (minimum type size of 14 points in a 'sans serif' typeface).

Learning disability

Disability formerly known as mental handicap

Learning difficulty

Usually called learning disability

Lip reading

Interpreting speech by reading lip-patterns

Lip speaker

Person who interprets a speaker without sound by using clear lip-patterns (used by hard-of-hearing people)

Makaton

Sign language used by people with learning disabilities

Minicom (text telephone)

This is the trade name for a range of portable textphones which are used with ordinary phones. The handset is fitted on to acoustic cups, or it may be connected directly to the telephone line. The person wanting to send a message uses the small QWERTY keypad; the message which is received will then be displayed on a small screen. By taking turns, it is possible to carry on a conversation.

NKS (National Key Scheme)

(Sometimes called RADAR key)-key for universal lock used on most accessible public toilets in the UK.

GLOSSARY OF DISABILITY RELATED TERMS-CONTINUED

Palintype

Trade name for phonetic interpretation system linked to a screen, as used by deaf people

Partially sighted

Having limited or residual vision

Platform lift

A small open lift to enable a wheelchair-user to change floor levels up to about 150cm.

Profoundly deaf

Having little or no usable hearing

Radar key

See NKS key

Service animals

See dogs

Sign language

Language used by deaf people using hand gestures and lip patterns

Task lighting

Angle-poise lamp or adjustable spotlight to give localised light in places like reception areas

Teletext

Teletext subtitles are now available for most television programmes. There is a wide range of teletext information available such as BBC C-Fax which covers news and sport.

Text telephone

See Minicom above.

Transfer platform/board

A solid board enabling a wheelchair-user to transfer to change floor levels up to about 150cm.

Vibrating pad

This may be connected to an alarm clock, a smoke detector or emergency alarms. When placed under a mattress or pillow, the pad will waken the guest who is lying on the bed.

Visually impaired

Term including both blind and partially sighted people.

Walking frame

A stable, lightweight device with four legs, used by people with impaired mobility for walking.

Wheelchair

May be manual or self-propelled or pushed with an electric dry or gel battery. For maintenance, it is useful to have battery recharging facilities.

Wheelchair-user

Person using a wheelchair constantly or for limited periods

White stick

A cane carried by a visually impaired person to locate obstacles and alert others passing by. A stick with a red band means that the person has an additional disability (usually hearing impairment).

