



**Notice of a public meeting of
Disabled Access Scrutiny Task Group**

To: Councillors Brooks, Fitzpatrick, Gunnell (Chair) and Barnes (Co-opted Non-Statutory Member)

Date: Thursday, 12 February 2015

Time: 4.30 pm

Venue: The Thornton Room - Ground Floor, West Offices (G039)

AGENDA

1. Declarations of Interest

At this point, Members are asked to declare:

- Any personal interests not included on the Register of Interests
- Any prejudicial interests or
- Any disclosable pecuniary interests

which they may have in respect of business on this agenda.

2. Minutes (Pages 1 - 4)

To approve and sign the minutes of the meeting held on 2 December 2014.

3. Public Participation

At this point in the meeting members of the public who have registered to speak regarding an item on the agenda or an issue within the Task Group's remit can do so. The deadline for registering is 5pm the working day before the meeting, in this case **5pm on Wednesday 11 February 2015.**

To register to speak please contact the Democracy Officers for the meeting, on the details at the foot of the agenda.

Filming or Recording Meetings

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officers (whose contact details are at the foot of this agenda) in advance of the meeting.

The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at

http://www.york.gov.uk/downloads/download/3130/protocol_for_webcasting_filming_and_recording_of_council_meetings

4. Disabled Access to York's Heritage & (Pages 5 - 138) Cultural Offer - Draft Final Report

This report presents information gathered to date in support on the scrutiny review of Disabled Access to York's Heritage & Cultural Offer, together with the Task Group's draft recommendations for their consideration.

5. Urgent Business

Any other business which the Chair considers urgent.

Democracy Officers:

Name: Louise Cook/Catherine Clarke (job-share)

Contact Details:

- Telephone – (01904) 551031
- Email – louise.cook@york.gov.uk
catherine.clarke@york.gov.uk

For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim (Polish)
własnym języku.

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 (01904) 551550

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City of York Council

Committee Minutes

Meeting	Disabled Access Scrutiny Task Group
Date	2 December 2014
Present	Councillors Brooks, Fitzpatrick, Gunnell (Chair) and Barnes (Co-opted Non-Statutory Member)

6. Declarations of Interest

Members were asked to declare any personal interests not included on the Register of Interests, or any prejudicial or disclosable pecuniary interests they might have in the business on the agenda. None were declared.

7. Minutes

Resolved: That the minutes of the last meeting of the Disabled Access Task Group held on Tuesday 26 August 2014 be approved and signed by the Chair as a correct record.

8. Public Participation

It was reported that there were no registrations to speak at the meeting under the Council's Public Participation Scheme

9. Disabled Access to York's Heritage & Cultural Offer - Interim Report

The Task Group received a report that presented information gathered to date in support of the ongoing scrutiny review of Disabled Access to York's Heritage & Cultural Offer and asked them to agree an appropriate way forward.

The Chair welcomed the Account Manager from DisabledGo to the meeting. He had been invited to discuss the current York offer and what could be done to develop this.

He explained how DisabledGo were the leading providers of access information for disabled people in the UK. Their website featured over 120,000 places of interest, which included over 1000 for York with 300 of them displayed in full detail. Their aim was to provide as much information

on any type of venue, including travel options, to allow a disabled person to decide if it was accessible to them.

Before uploading the information to their website a venue was visited and inspected by DisabledGo using a survey method that over 800 groups of disabled people had fed into. Contact was also made with the sites on a yearly basis to check for any modifications. Their current contract with City of York Council allowed them to inspect 25 new venues per year.

He discussed the barriers they faced and the opportunities that were missed especially when some venues, including City of York Council and Visit York, did not advertise a link to their website. It was noted that DisabledGo could customise their link to match the venues own branding.

The Account Manger proceeded to log into the DisabledGo website to demonstrate how it operated and how informative it was. He explained how the pages could be altered so they were suitable for all users. Some options available were, text to speech, altering the font size which also included a special dyslexic font, changing the contrast or language.

In answer to Members questions he confirmed that:

- other York providers could be listed on the DisabledGo website free of charge because of the sponsorship from City of York Council.
- an app containing all the places of interest was available to download to electronic devices and once downloaded to a mobile phone it could be used offline.
- York Council had not paid the additional cost to use the app.
- Users do have the option to leave feedback on a place they had visited. DisabledGo would also consult with the venue before the comments were uploaded to give them the opportunity to respond.
- An annual report was produced for each venue.

Members thanked the Account Manager for attending the meeting and agreed that this facility should be utilised more effectively.

Members also agreed that:

- a campaign should be organised in partnership with York Press to raise awareness and promote this offer.
- a uniform approach was essential and that DisabledGo was a good example to practice.
- support should be offered to the voluntary sector and smaller businesses to encourage them to use this facility.

- a discussion with Visit York regarding a link being placed on their website was required.
- a briefing note from ICT should be produced to clarify the costs of using the app and explain why the DisabledGo logo was not displayed on the Council's home page.

Members thanked the Scrutiny Officer for producing her reports in such a factual manner. She agreed to draft and circulate the final report, which would also include the briefing note from ICT and a venue report from DisabledGo.

Resolved:

- i) That a full analysis of information gathered to date be carried out
- ii) Additional information as listed above be required in support of objectives (ii), (iii) and (iv)
- iii) Consultation dates to be agreed by the Scrutiny Officer
- iv) Future meeting dates be arranged by the Democracy Officer

Reason: To progress the review in line with scrutiny procedures and protocols.

Cllr Gunnell, Chair

[The meeting started at 4.30 pm and finished at 5.45 pm].

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Disabled Access Scrutiny Task Group

12 February 2015

Report of the AD Governance & ITT

Disabled Access to York's Heritage & Cultural Offer – Draft Final Report

Summary

1. This report presents information gathered to date in support on the scrutiny review of Disabled Access to York's Heritage & Cultural Offer, together with the Task Group's draft recommendations for their consideration.

Background to Review

2. In June 2014 the Learning & Culture Overview & Scrutiny Committee agreed to proceed with a review of disabled access to York's heritage and cultural offer, and set up a Task Group made up of the following Members to carry out the review on their behalf:

Cllr Julie Gunnell (Chair)
Cllr Jenny Brooks
Cllr Fiona Fitzpatrick
Cllr Neil Barnes (Co-optee)

3. The Task Group met for the first time in early August 2014, and agreed the following review remit:

Aim:

To improve all forms of access to York's heritage and cultural offer

Objectives:

- i. To understand legal requirements & identify best practice from elsewhere
- ii. To assess current levels of access for those with a range of impairments
- iii. To identify possible improvements and barriers

- iv. Facilitate the sharing of good practice across York's network of providers

Introduction

4. The Equality Act defines disability as 'A physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day to day activities'. The social model of disability uses the term 'disabled people' as a political one. People may have physical or sensory impairments, mental health conditions, or learning difficulties, but they face barriers in daily life because of the way society has developed. They are in essence, disabled by society. For example, a wheelchair user may have a physical impairment, but if buildings are developed with ramps and lifts, they are not 'disabled'. Similarly, if we provide sign language interpreters at meetings, deaf people who use signing are not disabled, but if we do not, they are.
5. Nationally about one in five people live with an impairment or long-term health condition. The population of York is 198,051. According to the 2014 Joint Strategic Needs Assessment for York, 6.6% of the population have a long-term health problem or disability which significantly limits day to day activities, this represents 13,018 people. Additionally, 3.1% of those aged 0-24 have a limitation in day-to-day activities. In 2009, 2,304 people in York were diagnosed as having dementia. By 2015, this number is predicted to increase to 2,708. It is estimated that at any one time there are approximately 170 individuals living with a mental health condition for every 1,000 people aged 16 to 74 years in York. This equates to around 25,000 people experiencing various kinds of mental health conditions ranging from anxiety and depression to severe and enduring conditions including dementia and schizophrenia, (data from 2008). Finally, there are 18,224 self-declared unpaid carers in York, 9.2% of the population. Taken together these statistics represent a significant proportion of the local population who are affected by disability or mental health in some way.
6. In summer 2013, Healthwatch York undertook a survey to look at the discrimination disabled people face in York, predominantly in terms of the attitudes disabled people faced both from service providers (GPs, shop assistants etc.) and the general public. They concluded that disabled people face a variety of discrimination from both service providers and the general public.

7. Beyond the moral and legal perspectives, there is a compelling business case for making an organisation's products and services fully accessible to people with disabilities. For example:
 - A third of people in the UK are disabled or close to someone who is.
 - 10 million disabled people live in the UK with a combined annual spending power in excess of £80 billion.
8. In 2006, the Business Disability Forum¹ and the Royal Association for Disability and Rehabilitation (now Disability Rights UK) undertook a survey into the opinions and shopping habits of disabled customers. What emerged was a picture of informed consumers who will reward good customer service and punish providers who don't make any effort to meet their needs. However, 83% of disabled people had 'walked away' from making a purchase, unable or unwilling to do so. The most important factor was inaccessible premises. Other important factors that discouraged disabled consumers from spending were poorly designed products and staff that were not disability confident, rude or appeared prejudiced.
9. Poor or inappropriate communications was another area that affected spending. Inaccessible websites, telephone systems and printed information were all cited by respondents as reasons they did not make a purchase.
10. Over a third of disabled people said that good disability service was the primary reason for choosing a provider or product. Two thirds chose businesses where they had received good customer service related to their disability. Companies that told disabled people about the accessibility of their products attracted those consumers.
11. The Business Disability Forum has also developed a communication tool to explain how disability is likely to affect a customer base. These disability profiles provide some basic management information which helps to explain why an organisation needs to be disability-smart. A disability profile can help managers learn how to meet the needs of a wide range of customers and they can be tailored to reflect the reality of any particular business or industry sector. Their UK customer profile for 2014 is shown at Annex A.

¹ Business Disability Forum is a not-for-profit member organisation that bringing together business people, disabled opinion leaders and government to understand what needs to change if disabled people are to be treated fairly so that they can contribute to business success, to society and to economic growth.

Information Gathered

Objective (i) - Legal Requirements & Best Practice

12. Disability Law in the UK – The Equality Act 2010

The Equality Act 2010 is the overarching piece of legislation that protects the rights of disabled people in the UK. It prohibits all discrimination on the basis of a range of characteristics including age and disability. In addition, the Act aims to promote and achieve equal opportunities for all.

13. Prior to the introduction of the Act, duties on service providers towards disabled people had been phased in, over three stages under the 1995 Disability Discrimination Act (DDA):

- From December 1996 it was unlawful for service providers to treat disabled people less favourably for a reason related to their disability;
- From October 1999 service providers had to make 'reasonable adjustments' for disabled people, such as providing extra help or making changes to the way they provide their services²; and
- From October 2004, service providers had to take reasonable steps to remove, alter or provide a reasonable means of avoiding a physical feature which made it impossible or reasonably difficult for disabled people to use a service³.

14. The Equality Act 2010 gives rights to people who have, or have had, a disability. 'Disability' covers both physical and mental impairments that have a substantial and a long-term effect on the person's ability to carry out normal day-to-day activities. A long-term effect is one which has lasted, or is expected to last, at least 12 months or the rest of the person's life (if shorter). Treatment and aids which alleviate or remove the effect of the impairment do not mean a person is not disabled.

15. Progressive conditions are covered, as are conditions that have a substantial effect for short periods but are likely to recur. HIV, multiple sclerosis and cancer are deemed to be disabilities from the date of

² This does not place a duty on landlords to make 'reasonable adjustments' to their properties.

³ The *Disability Discrimination (Providers of Services) (Adjustment of Premises) Regulations 2001* (SI 2001/3253) were laid before Parliament in October 2001 and came into force in October 2004. These Regulations were amended twice to take account of changes to the Building Regulations – see SI 2004/1429 and SI 2005/1121

diagnosis. People with severe disfigurements are also deemed to be disabled by the Act, as are people who are registered as blind or partially sighted with their local authority or an ophthalmologist. People who have had a disability in the past are also protected by the Act. This is the case even if they have now fully recovered.

16. The Act places duties on those providing goods, facilities or services to the public and those selling, letting or **managing premises in the UK**. The Act makes it unlawful for service providers, landlords and other persons to discriminate against disabled people in certain circumstances.
17. People associated with a disabled person and people who are wrongly perceived to have a disability are also protected from direct discrimination and harassment but do not benefit from the duty to make reasonable adjustments.
18. Although current UK equality law says disabled people must receive an equal experience to non-disabled peers, the reality is different. Scotland made disabled access part of its entertainment licensing laws in October 2011 (provision for disabled visitors is now a condition for getting a new alcohol licence), the rest of the UK has no such requirements, and disabled music fans often find themselves excluded from events.
19. Reasonable adjustments – A key aspect of the Equality Act that can impact on organisations is the duty to make reasonable adjustments. A service provider or provider of public functions has a duty under the Equality Act to make reasonable adjustments to prevent a disabled person from being placed at a substantial disadvantage by any provision, criterion or practice, or a physical feature of premises or the lack of an auxiliary aid.
20. Where this is the case reasonable steps must be taken to remove or alter the feature or provide a reasonable means of avoiding the feature. The Equality Act also covers the provision of information which must be provided in an accessible format.
21. The key provision governing reasonable adjustments for disabled people is in section 20 of the Equality Act 2010 and the explanatory notes to the Act explain the duties of service providers under section 20 – see relevant extract from the Act at Annex B.

22. The duty comprises three requirements which apply where a disabled person is placed at a substantial disadvantage in comparison with non-disabled people:
 - The first requirement covers changing the way things are done (such as changing a practice),
 - The second covers making changes to the built environment (such as providing access to a building),
 - The third covers providing auxiliary aids and services (such as providing special computer software or providing a different service).
23. Section 20 makes it clear that where the first or third requirements involve the way in which information is provided, a reasonable step includes providing that information in an accessible format.
24. It sets out that under the second requirement, taking steps to avoid the disadvantage will include removing, altering or providing all reasonable means of avoiding the physical feature, where it would be reasonable to do so. It also makes it clear that, except where the Act states otherwise, it would never be reasonable for a person bound by the duty to pass on the costs of complying with it to an individual disabled person.
25. The Equality Act 2010, as with the DDA before it, cannot require anything to be done that would contravene another piece of legislation. For example, where a service provider must get statutory consent to a particular alteration, including listed building or scheduled monument consent, and that consent is not given, the Equality Act 2010 will not have been contravened. However, a service provider would still need to take whatever other steps under the Act were reasonable to provide the service.
26. Planning Guidance on Disabled Access to Historic Buildings
Planning Policy Guidance Note (PPG 15) issued by the Department of the Environment, Transport and the Regions makes it clear that:

'It is important in principle that disabled people should have dignified easy access to and within historic buildings. And that with a proper approach, it should normally be possible to plan suitable access for disabled people without compromising a building's special interest.'
27. Reconciling the aims of improving access with the needs to conserve the importance and significance of the historic building is the next step. Depending on the sensitivity and importance of the building, owners of

historic buildings are advised to seek the advice of the local authority Conservation Officer, English Heritage, the relevant National Amenity Society, and the local Access Officer to ensure that proposals for alterations protect or enhance the historic building, and are of a suitable quality and effectiveness for people with disabilities to justify the alteration.

28. It is not envisaged that every building will have ramps and lifts everywhere, for all sorts of reasons, and on occasions a strategic review of the services provided might be useful. For example if several premises are owned, would it be acceptable and desirable if one venue is easier to adapt and the others left unaltered? Economic constraint is another aspect of reasonableness.

29. Where physical barriers cannot apparently be overcome by making alterations, the Equality Act 2010 allows for alternative means of providing a service (for example such as by mail order or a 'virtual' visit or an alternative venue) or using an alternative route into the building, or providing personal assistance, or ensuring good access to services is provided on the ground floor. These may be referred to as managed solutions. Part M of the Building Regulations 2000 requires the submission of an Access Statement which will explain why the historic specialness of the building requires a deviation away from standard solutions. The Society for the Protection of Ancient Buildings⁴ (SPAB) believes this flexible approach is to be welcomed:

“It is our experience that most buildings can be successfully and effectively altered to provide reasonable access, but this does require a good understanding of both historic building conservation and how to accommodate the needs of people with disabilities. For example, you may have to look at good effective lighting which helps visually and hearing impaired people; sensible choice of colours and tones need not be garish to provide effective contrast to aid identification of possible hazards and changes in levels make the environment safer; automatic door openers may avoid alterations to building fabric being required; and we like to emphasise that beautifully designed and manufactured

⁴ The Society for the Protection of Ancient Buildings was founded by William Morris in 1877 to counteract the highly destructive 'restoration' of medieval buildings being practiced by many Victorian architects. Today it is the largest, oldest and most technically expert national pressure group fighting to save old buildings from decay, demolition and damage. The Society has a statutory role as adviser to local planning authorities, and must be notified of listed building applications that involve total or partial demolition.

handrails, for example, and any other additions and alterations, keep our traditional arts and crafts alive.”

30. The View of English Heritage

English Heritage updated its booklet ‘Easy Access to Historic Properties’, in December 2012 to take account of the 2010 Act and changes to planning legislation – see copy at Annex C. The booklet is designed to help those who own, manage, or are professionally concerned with historic properties to strike a balance between conservation and access.

31. In addition, the English Heritage website contains the following statement on the need to reconcile access requirements without compromising the nature of historic buildings:

‘Historic buildings, landscapes and monuments, the physical survivals of our past are protected for their sake and for ours. They are irreplaceable but sometimes they need to be changed. Appropriate or sensitive alteration will have due regard for what it is that makes a particular building special or significant. In most cases access can be improved without compromising historic buildings. The key lies in the process of information gathering about the building, understanding its significance and vulnerabilities and knowledge about the needs of people with disabilities.’

32. English Heritage also provides information on the process through which service providers, including owners of historic buildings that are open to the public, should develop an “access strategy” – see Annex D.

33. Best Practice - Cinemas & Theatres

Cinemas and theatres are popular places for spending leisure time. Most cinemas, especially modern multi-screen types, are able to provide good facilities for people with disabilities, whilst some theatres are more restrictive due to the age and fabric of the buildings. However many disabled people feel that as a disabled customer they often fail to receive the same service as a non-disabled person.

34. In many cinemas and theatres only certain auditoriums are accessible to people with mobility difficulties. This has the effect of leaving disabled people with fewer options and facing discrimination. Disabled people often also have to call cinemas and theatres in advance to find out where performances are taking place which means they cannot make spontaneous choices.

35. Trailblazers, a nationwide organisation of 190 young disabled and non-disabled campaigners⁵ reported in 2009 that wheelchair users often had no other option but to sit at the front of the auditorium or stage. This means that they had to lean back to watch the screen or stage - a position that proved tiring and painful for someone with a muscle-wasting condition - rather than straight ahead as a person seated further back in the auditorium would. They also told of being labelled a 'fire risk' by staff members at cinemas, when they transferred from their wheelchairs into a cinema or theatre chair to avoid sitting in an area of the auditorium that caused discomfort.
36. Trailblazers also found it was common for wheelchair users to be refused entry to theatres unless they were joined by a non-wheelchair user and seated in an expensive area, thus being forced to buy a more expensive ticket (although receiving a concession for the PA/carer).
37. The cinema industry however has been commended on its use of the Cinema Exhibitors Association card (CEA) which gives concessionary tickets for carers and personal assistants across the cinema industry. The Cinema Exhibitor Association introduced their card scheme 10+ years ago to assist cinemas in meeting their duties under the Equality Act 2010. It was devised by the CEA in consultation with its disability advisers and representatives from several disability charities.
38. All of the major cinema operators and many smaller cinema companies in the UK accept the CEA card, including all of the cinemas in York. Whilst it is not the only way cinemas can provide assistance to disabled customers, it is widely recognised and accepted as good practice. Most cinemas hold application forms at the box office but they can also be downloaded from The Card Network website: www.ceacard.co.uk/
39. The card entitles the cardholder (the person with the disability) to a free ticket for someone to accompany them when they visit the cinema (when one full price ticket is purchased). The CEA card is valid for 1 year, and the cardholder can visit the cinema as many times as they wish during the year. To apply, applicants need to supply a passport-sized photo with their application to appear on the Card, and submit proof to show that they meet one (or both) of the following criteria:

⁵ Trailblazers are part of the Muscular Dystrophy Campaign, the leading UK charity focusing on all muscle disease. They aim to fight the social injustices experienced by young people living with muscle disease and ensure they can gain access to the services they need.

- Be in receipt of Disability Living Allowance, Attendance Allowance or Personal Independence Payment.
- Be registered blind.

40. Best practice for cinemas suggests the following should be made available:

- Audio description in films for the blind and visually-impaired. This is where the action, scene changes and the actors' body language is described in addition to the dialogue. You listen to the commentary through a lightweight headset. Some cinemas have the system for all their screens which means that every screening of a film can be audio-described. At others, audio-described films are indicated in listings on the cinemas websites.
- The layout of the cinema complex and other information in Braille and programme times available as a recorded message over the telephone.
- Induction loops for deaf and hearing-impaired customers (infrared, induction or both). Many cinemas also run subtitled screenings on a regular basis. This is usually indicated in listings.
- A designated area for wheelchair users. Wheelchair users or those with restricted mobility are encouraged to contact a cinema in advance to check their facilities.
- For those with an Assistance dog, most cinemas ask to be informed in advance so that they can allocate the most appropriate seating.

41. The 'Your Local Cinema.com' website has country-wide listings of audio-described screenings and subtitled screenings in cinemas, as well as available audio-described DVD titles. Full details of the facilities offered by York's cinemas are given in Annex E.

42. Best Practice - Live Music Venues

The charity 'Attitude is Everything' improves deaf and disabled people's access to live music by working in partnership with audiences, artists and the music industry.

43. Having begun as a pilot project in 2000, they are now a fully independent charity and part of Arts Council England's National Portfolio of Organisations. Their aim is to encourage events producers to go beyond the legal obligations set out in the Equality Act and implement best

practice, providing a fair and equal service to their deaf and disabled customers.

44. They support the music industry to understand Deaf and disabled people's access requirements at music venues and festivals by building equality into the strategic process using a Charter of Best Practice. The ethos of the Charter is that Deaf and disabled people should be as independent as they want to be at live music events and over 90 venues and festivals have already signed up.
45. They also created a Charter Toolkit in order to bring together all of the knowledge, guidance and best practice advice they had developed from working with the live music industry. It was designed to guide event organisers through a wide range of accessibility topics, and ultimately enable organisations to be awarded the Charter and improve their accessibility.
46. In 2014, as part of their initiative to help live music venues adapt, the charity produced its latest 'State of Access' report, a comprehensive study based on 228 mystery shopping reports, 159 from venues and 69 from festivals, 40 questionnaires, and 13 interviews collated between April 2011 and March 2013. The study had to exclude establishments where the mystery shoppers couldn't even enter the building. Not just access but also the attitude of staff was rated. – The detailed findings can be viewed at:
<http://www.attitudeiseverything.org.uk/resources/publications/state-of-access-report-2014>
47. Best Practice - Tourist Attractions
Visit England's Visitor Attraction Quality Assurance Scheme, through its network of regional assessors, boasts an incredible reputation for instigating, modifying and shaping change to the customer experience at visitor attractions across England.
48. Signing up to its National Code of Visitor Attractions is the first step in its accreditation process. The 15 simple points of the Code, compiled by an independent panel of industry experts, are the basic fundamental actions that all well managed attractions should already be following. It acts both as a checklist but also provides a certificate for display in a public area, preferably at admission point. The Code confirms that a site is recognised by VisitEngland as a visitor attraction and that it fulfils the basic requirements of a recognised industry standard. The code also

includes what is expected of an attraction in regard to addressing the needs of disabled visitors – see copy of code at Annex F.

49. Specifically in regard to wheelchair users, a new study published in April 2014 by disability charity Vitalise⁶, revealed the best and worst UK tourist attractions. The study rated 85 of the nation's most popular destinations by wheelchair access, number of disabled toilets and disabled parking spaces, as well as additional wheelchairs and disability and carer concessions. The tourist destinations that made top place, with equal ratings for the best access for disabled visitors included York's National Railway Museum. There were no other York attractions in the Top 10 best and worst ranking attractions.

Objective (ii) – Current Levels of Access

50. At their meeting in August 2014, the Task Group considered a report detailing the Access information currently being made available on the city's heritage and cultural providers' websites – see Annex E.
51. They also received information on **DisabledGo** who are the leading providers of access information for disabled people in the UK, featuring over 120,000 places of interest. Their aim is to provide information so that a disabled person can make up their own mind whether somewhere is right for them, before they get there. Every single venue featured by DisabledGo is visited in person by one of their own specialist surveyors, and they cover any type of venue that a member of the public would visit, including:
- Council offices
 - Parks
 - Leisure and sports centres
 - Stadiums and sports grounds
 - Tourist Attractions
 - Colleges
 - Restaurants
 - Libraries
 - Cinemas
 - Hotels
 - Hospitals
 - Pubs
52. There are currently 980 York venues on the DisabledGo website – see list at Annex G. DisabledGo inspects 25 additional York venues per year as part of their contract arrangements with the Council. The Head of Communities and Equalities is responsible for monitoring the contract and commissioning those reviews. Venues can be suggested by community groups, Equality Advisory Group and CYC officers e.g. the Sport and Active Leisure Team, and the findings are uploaded onto

⁶ Vitalise is a national charity providing short breaks and holidays (respite care) for people with physical disabilities and carers.

DisabledGo's website - there are currently approximately 250 entertainment, leisure and culture venues in York listed on their website.

Consultation

53. In order to assess the current access to York's many heritage and cultural venues against the best practice information they considered, (review objectives i-ii), the Task Group agreed to carry out a number of consultation meetings.
54. In October 2014, the Task Group held a consultation event with a number of interested individuals and representatives from the following user-led organisations:
 - York Access Group
 - York CVS
 - Healthwatch
 - York Independent Living Network
55. Recognising the Council has no powers to make external providers improve their access arrangements, those attending the event asked the Task Group to consider how best to build peer pressure amongst York's providers to encourage improvements across the board. They also raised the following issues for Task Group's consideration:
 - Access to cultural and heritage offer should start with the ability to access the city centre via public transport. Issues with buses not allowing wheelchairs on board; drivers not asking those with pushchairs to collapse them to allow space for wheelchairs, drivers not lowering the bus ramp etc
 - There is a need to improve understanding and raise awareness of the needs of disabled people – improved training for public transport staff and staff at heritage and cultural venues, shops, cafes, restaurants etc.
 - In regard to the 'Residents First Weekend', it would be helpful if information on the weekend was provided well in advance to all of the appropriate disability organisations, to allow them to raise awareness of the event to increase the number of disabled patrons taking advantage of the offer. A query was also raised about whether any signed tours were available during the Weekend.
 - In regard to the city's heritage and cultural providers, they should be encouraged to consider their access arrangements for:

- Those with sight/hearing impairments,
 - Those with a range of mental health needs e.g. Dementia etc
 - Those with Autism
 - Those with physical disabilities e.g. those using mobility scooters, wheelchairs etc
 - The elderly
 - Those with learning difficulties or learning disabilities
- The city's heritage and cultural providers should also be encouraged to improve the access information on their websites
 - There should be no need to ring a venue first before deciding whether or not it is an accessible venue to visit.
 - It would be good to raise the profile of disabled people. Perhaps by celebrating the lives of disabled people in a way that is specific and relevant to York, e.g. by perhaps marking disability history month, or international day of disabled people, or by marking the life of any disabled York residents (past or present).
 - It was suggested that more public seating was required within the city centre of the right type to aid sitting and standing. Also that there was insufficient number of public toilets in the city centre. Both issues being something that some disabled people need to consider when planning an outing.
 - A number of specific issues were raised around unmarked steps, lack of labelling, increased intolerance by drivers and cyclists, not enough large print or audio provision and signage at the wrong level.
 - The need for improvements at West Offices was raised – issues raised around signage, lack of large print, verbal announcements, staff training etc.
 - Information was provided on North Yorkshire's 'Safe Places' scheme, where a venue can display a symbol on their window which identified the venue as somewhere people with learning difficulties can go to ask for help if they are lost or maybe want more information etc. York Independent Living Network confirmed that have been talking to the Council, Inclusion North and North Yorkshire Police about introducing the Safe Places scheme in York as part of their 'Keeping York Safe for Disabled People' project.
 - The economic value of disabled tourists was also discussed, and all recognised that improved accessibility for disabled people benefitted

other people too e.g. ramps are useful for young families with pushchairs and older people.

- The attendees questioned how best to address the challenge of 'historical building' inaccessibility, recognising that many of the heritage and cultural venues may be restricted in what they can change.
- The organisations present questioned what they could do to contribute e.g. when a venue is being refurbished it is important to use focus groups and qualified assessors, rather than random volunteers. An example was given of where an organisation had relied on the words of a wheelchair user telling them that it was alright not to have automatic doors as they would always have someone with them to open the doors. However when they started getting complaints from people, they then had to spend quite a bit of extra money to install an automatic door and a path leading to it.

56. Finally, the attendees questioned what information was being provided by tourist information on the accessibility of tourist attractions in York.

57. With this in mind, the Task Group held a meeting with Visit York in early November 2014, to gather their views on improving accessibility, and to share with them what they had learnt from their consultation event.

58. The Head of Visit York, the Marketing Manager and the Visitor Information Centre Manager attended the meeting, and confirmed that some time ago Visit York carried out an exercise with DisabledGo, focussing on Museums and Galleries etc to assess the accessibility of those venues. However they accepted that the information produced was now likely to be out of date and therefore ready for refreshing.

59. They confirmed that Visit York:

- Relies on organisations to provide information on their facilities for the disabled. Also that the number of Hotels and bed and breakfasts etc attempting accreditation is low in York, perhaps due to the criteria being very stringent which may be putting a lot of organisations off.
- Requires no particular Access standards, but does require Health & Safety standards.
- Often receives requests from users about Access, but they do not always feel qualified to offer advice on behalf of the organisations

they represent. Instead it is their practice to direct visitors to the information on individual organisation's websites.

- Reviews the information in their database on an annual basis. However they have some restrictions in their IT software which limits the amount of information they can hold
- Is not always aware of the access issues affecting specific venues, and they recognise some buildings will be very hard to adapt

60. The Head of Visit York highlighted Lincoln Castle as an example of best practice, which is currently being refurbished and will include state of the art access facilities. The Castle, owned by Lincolnshire County Council, was built in 1068 and has housed the Magna Carta since 1215. The refurbishment works include providing full access for disabled visitors to all parts of the building including a lift to the walls enabling them to access the wall walk.
61. Information was also provided on a Visit England pilot scheme called 'Access for All'. It was confirmed that 10 cities had already been given pilot status (including Nottingham and Lincoln) and Visit England were currently looking for more. It was also confirmed that Visit York had already submitted their interest in participating (subsequently, the Task Group learnt that that Visit York had been unsuccessful in its submission).
62. Overall, the Head of Visit York expressed the view that two things were needed – to find out what is happening already and to educate organisations/businesses on how they can do more. She confirmed that Visit York would be happy to facilitate a training event for businesses/organisations to help raise awareness and encourage improved standards.
63. In December 2014 the Task Group met with a representative of 'DisabledGo' – see paragraphs 51-52 above, and received a presentation on how easy it is to access information through their website - users can choose from a wide range of access and language options.
64. He also provided information on the 'AccessAble app' which is currently being commissioned by many Local Authorities to help promote their towns and cities better to disabled residents and visitor, and the best practice guides they can provide through the council's contract.

65. Both the best practice guidance and the App come at an additional cost. An App costs £5,000 per App per platform and it takes approximately 6 weeks for an App to be completed. There is also an annual fee of £1,000 for maintenance and updates per App. As the Council can currently develop for iPhone and Android devices, an App for both would cost £10k for set up and £2k annual maintenance (negotiable if the Council chose to introduce Apps for both platforms). The cost per venue for best practice guidance would be £100 and would take approximately 2 weeks to create for each. However, the Head of Communities and Equalities has confirmed there is currently no funding available for introducing the Apps and best practice guidance.
66. The Council's current contract with DisabledGo comes to an end in 2016. The Head of Communities & Equalities has not to date carried out any research on other providers of similar access information for disabled people, but would look to do so as part of a procurement exercise towards the end of the current contract.

Analysis

67. Objective (i) – Legal Requirements & Best Practice
In considering section 20 of the Equality Act 2010, the Task Group noted the three requirements detailed in paragraph 22. Recognising that some of the heritage/cultural offer in York are based in historical buildings, they accepted that there would be limitations to the alterations that could be made due to other pieces of legislation e.g. listed building consent. However, they agreed that those providers should be encouraged to be more innovative in finding ways to provide access to their offer.
68. The Task Group noted English Heritage's views on balancing conservation and access. They questioned if any of the heritage and cultural providers based in an historical building in York, had developed an 'Access Strategy' and have an Access Plan in place (as described in Annex D).
69. In regard to best practice, the Task Group was pleased to note that all York cinemas accepted the CEA card (see paragraph 38) and that the National Railway Museum had made top place in the 2014 study of the best and worst UK tourist attractions conducted by the charity Vitalise (see paragraph 50). On further investigation the Task Group learnt that the study had looked specifically at the top 100 most visited attractions in

the UK and that the only other venue in the York area that appeared in that list was Castle Howard.

70. They questioned whether the Charter Toolkit created by the Charity 'Attitude is Everything' could be adapted for use in theatres, and agreed York's live music venues should be encouraged to sign up to the live music industry's Charter of Best Practice (see paragraphs 44-45). They were also pleased to note the good work of Visit England in shaping improvements to the customer experience at visitor attractions, and agreed it would be good if York's heritage and cultural venues signed up to the Visit England's national code (see paragraphs 47-48).
71. Objective (iii) – To identify possible improvements and barriers
The Task Group noted all of the feedback provided at their consultation event held in October 2014, and agreed with many of the points raised. Whilst not strictly within the remit of the review, they acknowledged that more could be done to reduce the barriers identified by the consultees which were preventing disabled people from accessing the city centre generally. They noted the problems with public transport, the design of some of the public seating in and around the city centre (particularly close by to heritage and cultural venues), and the lack of disabled toilets in convenient locations. They also acknowledged the need for ongoing training for public transport staff and staff at heritage and cultural venues, shops, cafes, restaurants etc and appreciated the offer made by Visit York to facilitate a training event.
72. In regards to the Residents First Weekend, the Task Group agreed that disability organisations should be given advance warning and that all providers should be encouraged to provide a full range of their accessible services and aids during that weekend, to enable as many disabled people as possible to take advantage of the offer.

They noted the request for improved access information on the website of the heritage and cultural venues. Having assessed that information (as detailed in Annex E), the Task Group noted that in some cases the information had been easy to find and in others it had not, which highlighted the difficulties faced by potential patrons. In a few instances, the information provided was minimal and patrons were recommended to ring the venue to discuss their access requirements before attending. They agreed with the consultees that ideally a disabled person should not need to do that. The Task Group were also disappointed to note that in one or two cases there was no access information provided on a venues website. Having considered the mixed quality and quantity of

information provided on provider's websites, they agreed the city's heritage and cultural offer would benefit from some standards in approach, which in turn would lead to greater confidence in the information provided online and empower disabled people to make informed choices without drawing attention to their condition.

73. The Task Group questioned whether Visit York could improve the level of support it gave to disabled visitors, suggesting that perhaps they could encourage providers to achieve an improved standard of access information and signpost visitors to where they can find that information.
74. Objective (iii) – Possible Improvements & Barriers
The Task Group was disappointed that Visit York had been unsuccessful in its submission to participate in the Visit England pilot scheme (see paragraph 61). They also liked the idea of introducing a Tourism Award to encourage member organisations to make their venue more accessible, agreeing it would be good if it were a user-group nominated award.
75. The Task Group favoured the idea proposed at their consultation event to raise the profile of disabled people, and agreed this idea should be further explored with CYC's Communities & Equalities Team, and agreed to pass on the information provided on the many issues affecting disabled people visiting West Offices.
76. In regard to their meeting with DisabledGo's Local Authorities Account Manager, the Task Group was impressed with the look and feel of the DisabledGo website recognising the quality of the information provided on venues. They agreed that the benefits of the site were the range of access and language options, enabling not only disabled visitors but foreign visitors to access the information, and the use of quick and easy symbols. Also, they recognised the benefit of using only one website to find access information as it provides the information in a standardised easy to follow format (rather than looking at each venue's website separately which brings with it the difficulties of locating the access information they provide, as highlighted elsewhere in this report).
77. The Task Group questioned how best to expand the reach of the access information held by DisabledGo, and learnt that it was possible for each venue to include on their own website a link to the relevant page on the DisabledGo website - this facility being provided as part of the Council contract. The Task Group agreed they would like to encourage all venues to take this approach, as it would better promote the accessibility

of each venue, giving disabled people more confidence to visit the venue/site, and provide a recognisable standard of information across all York venues. The also recognised the benefits it could bring to the providers as it would negate the need for them to provide and maintain access information on their own website (thereby reducing their costs), and potentially help generate additional income, being in mind that disabled people have an annual spend of £80billion plus in the UK.

78. Noting the cost of providing the App and best practice guidance, the Task Group acknowledged the benefits that both would bring and queried whether the cost of commissioning the guidance per venue could be covered by re-charging each venue. Whilst the cost of the App was higher, the Task Group agreed that if York was serious about its reputation as a visitor friendly, top quality tourist venue, the cost was not excessive and it could help to encourage more of that £80billion plus to be spent in the city. They agreed that this is something that 'Make it York' could pursue as a way on generating additional income for the city as a whole.
79. Objective (iv) – Facilitating the sharing of good practice
The Task Group agreed that it may be possible to send a 'best practice' leaflet with business rates letters to encourage businesses to better promote their disabled access arrangements.
80. They also agreed the council could better promote its contract with DisabledGo by jointly writing to all venues to encourage them to include the DisabledGo link on their websites (see paragraph 77 above).
81. Having considered all the information on the way DisabledGo works, the Task Group agreed this could be the ideal way for Visit York to assist in the sharing good practice across York's network of providers, by:
 - a) Promoting the use of the link to the DisabledGo website to the heritage and cultural providers it works with, as a minimal standard of access information and;
 - b) Signposting the link on each venue's website in response to requests for access information from disabled visitors.
82. Finally the Task Group were pleased to note the Council were in talks with York Independent Living Network to introduce the 'Safe Places' scheme here in York. They agreed that both the Council and Visit York could help to promote the scheme to the city's heritage and cultural providers.

Draft Review Recommendations

83. Following the transfer of CYC's tourist activity to 'Make it York', the Task Group would recommend that full disabled access should be one of their major aspirations for the city.
84. In addition, they would recommend that Make it York:
- i) Work with venues to assess their interest in accessing DisabledGo's best practice guides, with the intention of charging a fee covering the costs of those guides.
 - ii) Promote and encourage York's live music venues to achieve the Live Music Industry's Charter of Best Practice (see paragraphs 44-45 & 70)
 - iii) Promote and encourage York's heritage and cultural venues to sign up to Visit England's National Code of Visitor Attractions and seek accreditation to Visit England's Visitor Attraction Quality Assurance Scheme (see paragraphs 47-48 & 70)
 - iv) Encourage Visit York and other relevant tourist bodies to assist in the sharing of good practice across York's network of heritage and cultural providers (see paragraphs 81-82), by:
 - Making adequate accessibility a requirement of membership
 - Promoting the use of the link to the DisabledGo website to the providers it works with, as a minimal standard of access information and;
 - Signposting the link on each venue's website in response to requests for access information from disabled visitors.
 - Promoting the 'Safe Places' Scheme
 - Including a link to 'yourlocalcinema' when displaying details of cinemas in York
 - v) Support Visit York in the creation of a best practice accessibility-related award at their annual Visit York Tourism Awards (see paragraph 74)

- vi) Consider the introduction of a free, downloadable mobile application for the public – the application to contain a comprehensive guide to accessible facilities in York. One example is the 'AccessAble' app provided by DisabledGo (see paragraph 78)
- vii) If such an application is adopted, a marketing campaign should be run advising residents and visitors of the availability of the application and its benefits
- viii) Create a training package for public transport staff and staff at heritage and cultural venues, shops, cafes, restaurants etc and/or facilitate a training event to raise awareness and encourage improved standards (see paragraph 71).

85. Furthermore, they would recommend that City of York Council:

- ix) Continue to commission the services of an organisation (such as DisabledGo) that assesses the accessibility of heritage and cultural facilities in York, beyond the lifetime of the current DisabledGo contract (which ends in 2016)
- x) Communicate comprehensively through DisabledGo, with all York venues included on the DisabledGo website the benefits of including a DisabledGo link on their own website – highlighting the benefits it could bring to the venue and its visitors/customers (see paragraphs 77 & 80)
- xi) Liaise with relevant groups over improving disabled access to future 'Residents First Weekend' events (see paragraph 72)
- xii) Work with CYC festival team (or Make it York) on introducing an event around York's disabled people past and present (see bullet point 7 in paragraph 55 and paragraph 75)
- xiii) Improve inter-departmental working i.e. between Equalities staff, Reinventorise York, Planning and Transport staff to raise and make consistent our approach to access, reminding all of the impact on the cultural/heritage offer of the barriers created by poor access to transport and moving around the city centre (see paragraphs 71)
- xiv) Liaise with bus providers on policy around disabled access and remind them of the needs of York residents and visitors and the

barriers poor access to public transport creates for disabled people trying to access York's heritage and cultural offer (see paragraphs 71)

Options

86. Having considered the information provided in this report, the Task Group may choose to:
- Identify amendments to this draft final report
 - Revise the draft recommendations listed in paragraphs 82-85 above
 - Include additional information/review recommendations

Council Plan 2011-15

87. The work on this review supports the 'Protect Vulnerable People' priority within the Council Plan 2011-15.

Implications & Risk Management

88. Information on the associated implications and risks will be indentified, once the Task Group have agreed the draft recommendations they wish to make.

Report Recommendations

89. Members are recommended to agree:
- Any changes required to this draft final report.
 - The draft recommendations listed in paragraphs 82-84 above

Reason: To conclude the work on this review in line with scrutiny procedures and protocols thereby enabling this draft final report to be presented at the next meeting of the full Learning & Culture Overview & Scrutiny Committee

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Report Approved Date 4 February 2015

Wards Affected:

All

Background Papers: None

Annexes:

Annex A – 2014 UK Customer Profile on Disability

Annex B – Equality Act 2013 Extract (online only)

Annex C – English Heritage Booklet

Annex D – English Heritage Access Strategy Information

Annex E – Access Information on York's Heritage & Cultural Venues

Annex F – Visit England Code of Practice for Visitors

Annex G – List of York Venues currently on DisabledGo's website

Report Abbreviations:

CEA – Cinema Exhibitors Association

CVS – Community Voluntary Sector

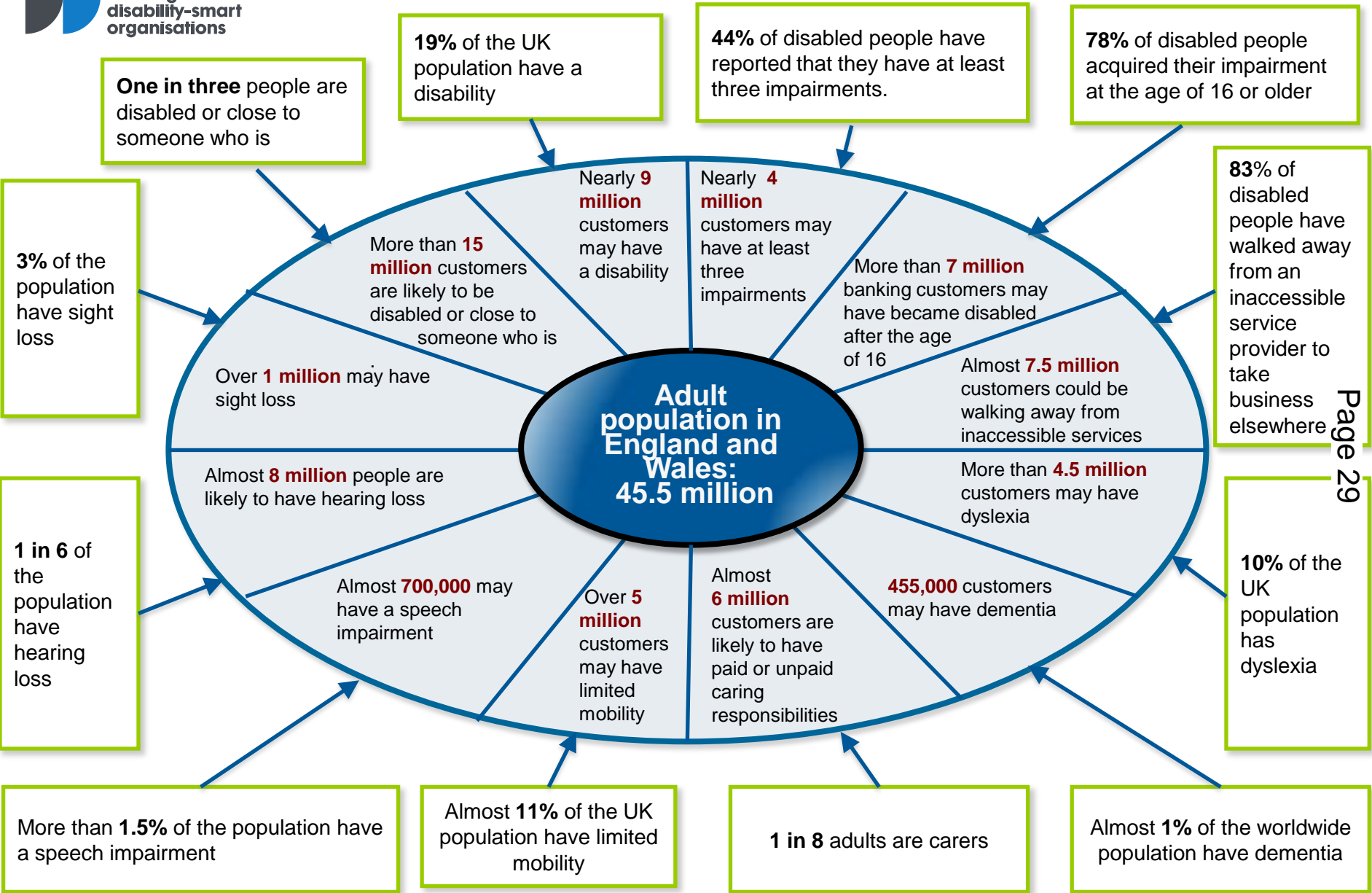
CYC – City of York Council

DDA – Disability Discrimination Act

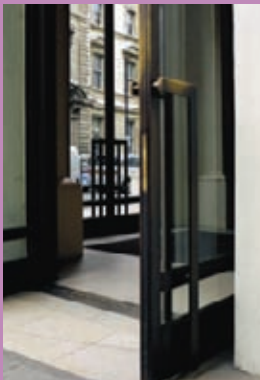
EAG – Equality Advisory Group

GP – General Practitioner

UK Customer Profile on Disability



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Easy Access to Historic Buildings



English Heritage's commitment to access

Too many people think of the historic environment as being inaccessible. English Heritage knows that this need not be the case. On the contrary, we have seen and been involved with some amazing solutions to all types of barriers, physical and otherwise. What we have learnt is that with the right kind of thought and discussion a way can be found round almost any barrier. We also recognise that people's expectations – and the technical opportunities to meet them – are constantly evolving. For that reason we are using our growing awareness to the issues disabled people face to constantly improve the accessibility of all our own services.

While the needs of disabled people must be our highest priority, we also know that easier access will benefit almost all of us at some stage in our lives. Whether during pregnancy, as a parent pushing a buggy or an older person who is finding steps a bit harder to manage, we all value thoughtful and effective design for our access needs.

We want to see the broadest possible public access to the historic environment and to the interpretation that makes it come alive. This is because we believe that the historic environment can make a positive difference to the lives not only of individuals but whole communities. For that reason we will continue to promote solutions that make access easier while simultaneously encouraging responsible care of the historic places that matter to us all.

In its search for a more inclusive approach to the historic environment English Heritage is keen to celebrate access solutions that combine conservation with excellent, high quality modern design. Our publications on *Easy Access to Historic Landscapes* and *Easy Access to Historic Buildings* show how this vision can be turned into practical reality.

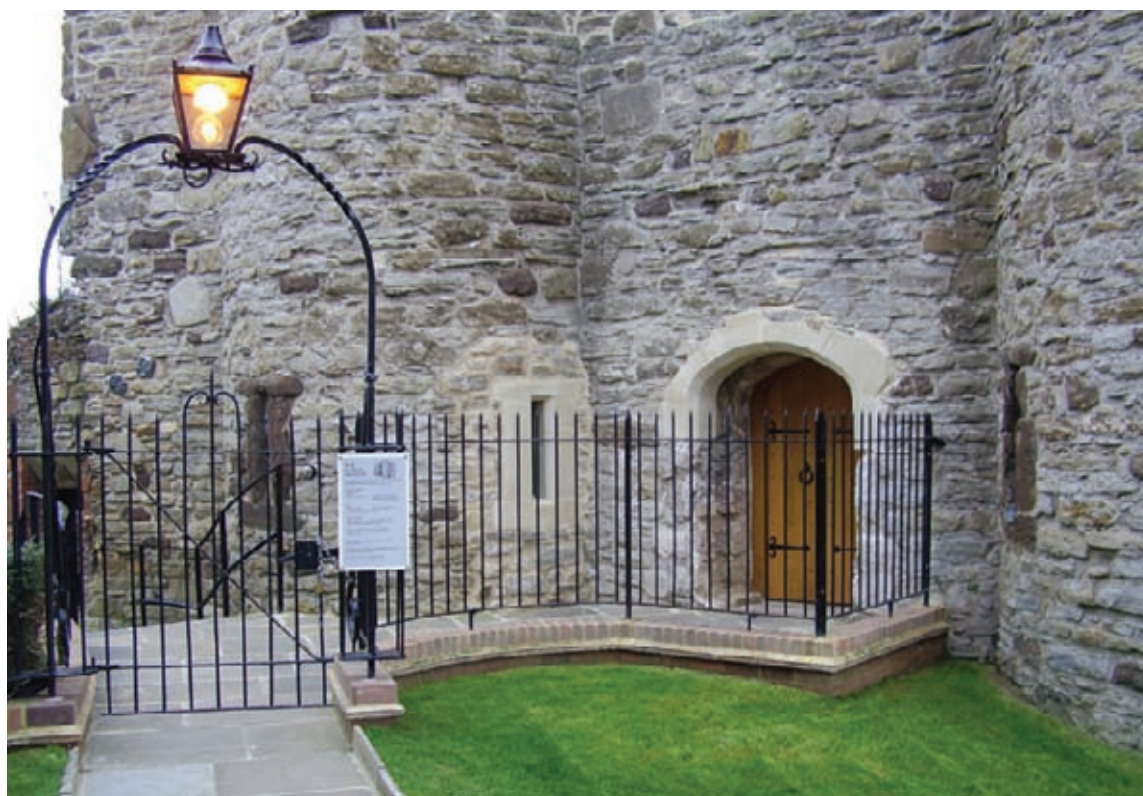
Baroness Andrews
Chair, English Heritage

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Access was improved at the scheduled Ypres Tower in Rye, East Sussex, by creating a gently sloping approach path across the lawn and reconstructing an original medieval doorway to give level access to the ground floor.



The policy of the Equality Act is not a minimalist policy of simply ensuring that some access is available to disabled people; it is, so far as is reasonably practicable, to approximate the access enjoyed by disabled people to that enjoyed by the rest of the public. The purpose of the duty to make reasonable adjustments is to provide access to a service as close as it is reasonably possible to get to the standard normally offered to the public at large (and their equivalents in relation to associations or the exercise of public functions).

Equality Act 2010 Statutory Code of Practice: Services, Public Functions and Associations, 2011, page 90, 7.4

Part I: Why access matters

English Heritage recognises that everyone should be able to enjoy easy and inclusive access to the historic environment. Removing the barriers to access can allow many more people to use and benefit from the historic environment, and if done sensitively need not compromise the ability of future generations to do the same.

Providing easy access to properties that have changes of level, uneven routes and other obstacles can seem daunting. It is nevertheless remarkable how much can be achieved with careful thought and good advice. While physical barriers often pose the greatest challenges, improvements to interpretation and services can also increase people's ability to engage with our cultural heritage, compensating at least in part for any unavoidable limitations to physical access.

Making it easier to use buildings and their surrounding landscapes can also be a legislative requirement. The Equality Act gives people protection from discrimination in a range of areas including the accessing of services, education and employment. Organisations and individuals who have duties under the Act have to make sure that they do not discriminate, which means that they may need to adapt their premises to allow disabled people to access services and employment.

These guidelines are intended for those who own, manage or occupy historic buildings in England. They are also for the benefit of those who will be professionally involved in planning alterations or in advising on alternative forms of service provision. Their first aim is to explain how the process of improving access can be satisfactorily aligned with the wider principles of conservation. As well as providing a summary of the statutory framework they illustrate different successful approaches, ranging from minor improvement works to high-quality modern design solutions.

The guidelines do not deal with those aspects of access that relate to broader policies, practices and procedures, or with general design issues. These are covered in detail in other publications – good, comprehensive design guidance is available in BS 8300 and also covered in *Approved Document M* of the Building Regulations. The guidelines do, however, contain significant detail on the nature of historic buildings, their features and the challenges they pose.

The construction of a new visitor centre at Whitby Abbey, with a passenger lift within the ruined shell of the 17th-century mansion, provided the opportunity to improve access to the abbey ruins. Consent was obtained to open up a blocked doorway at upper-floor level and to form a ramped bridge from the opening onto the elevated abbey precincts.

Picture to the right:

© Martine Hamilton Knight / Built Vision

Picture below:

© Tony Bartholomew



Conservation principles

Buildings, landscapes and monuments – the physical survivals of our past – are protected not their own sake but for our benefit and that of the generations who will succeed us. They are an integral part of our cultural identity and contribute towards a strong sense of place, whether in a local, regional or national context. They are irreplaceable, but sometimes they need to be modified to meet the changing needs of their occupants. The survival of most historic buildings depends upon their continued, viable use and this may, among other things, require alterations to improve access.

Sensitive alteration will have due regard for what it is that makes a particular building special or significant. Significance may arise from its distinctive physical features, from its layout and relative completeness, from the materials and methods of its construction, or from its association with particular personalities and events. Significance may also lie in the archaeological remains that survive hidden in the ground below. Understanding the significance of a building is a vital first step in thinking about how much it can be changed.

In most cases access can be improved without compromising the special interest of historic buildings. There are only rare occasions when nothing can be done to improve or facilitate access. By undertaking a careful process of research, brief-taking, consultation and creative exploration of alternatives, good quality solutions that add a new layer of history to our historic buildings are usually possible.

The English Heritage document *Conservation Principles: Policies and Guidance for the Sustainable Management of the Historic Environment* sets out a consistent approach to making decisions about all aspects of the historic environment. It also shows how its protection can be reconciled with the economic and social needs and aspirations of the people who live in it. The principles align with the National Planning Policy Framework, which sets out the Government's planning policies for England, provides a framework for sustainable development and gives strategies for conserving and enhancing the historic environment. The provision of easy access can be an important part of a sustainable approach to caring for the historic environment and *Conservation Principles* shows how access can be improved without compromising the significance of special places.



Consent for the new passenger lift at Colchester Castle was dependent upon the outcome of an archaeological investigation. The cost and time to conduct an investigation needs to be anticipated in the building budget and programme.

The statutory framework

The Equality Act 2010

The Equality Act provides a legal framework to protect the rights of individuals and advance equality of opportunity for all. The Act covers discrimination because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. These categories are known in the Act as 'protected characteristics'. The Act sets out the different ways in which it is unlawful to treat someone, such as direct and indirect discrimination, harassment, victimisation and failing to make a reasonable adjustment for a disabled person.

People and organisations who own, manage or occupy historic buildings in England, and who have duties under the service-provider, employer, education and other provisions of the act, need to ensure that they do not discriminate against people with protected characteristics. When considering physical access to buildings and their surroundings it is necessary to take account of duties relating to disabled people and to consider potential barriers to access. However, it is important to remember that the Equality Act is about people and not buildings. The Act does not include standards for accessible building design, though following good-practice guidance, such as the standards set out in BS 8300 and *Approved Document M* of the Building Regulations, can help duty holders provide a reasonable standard of access and thus fulfill their duties under the Act.

Employers

All employers, large and small, have a duty to make reasonable adjustments to avoid substantial disadvantage to disabled employees. The duty to make these changes is not speculative, but relates to the actual needs of a specific individual who is disabled. It may, however, be more cost-effective to consider access improvements as part of a programme of planned refurbishment, thereby allowing for disabled people to be employed in the future without the need for further alterations.

Service providers

The duty to make reasonable adjustments requires service providers to take positive steps to ensure that disabled people can access services at a standard that is as close as possible to that offered to the public at large. This duty may require service providers to make reasonable adjustments to any physical features, including furniture and displays, wherever disabled customers or potential customers would otherwise be at a substantial disadvantage compared with non-disabled people.

Unlike the duty imposed on employers, this is an anticipatory duty; service providers are required to anticipate the needs of disabled people and to accommodate them in a wide variety of ways. The duty to make reasonable adjustments is also a continuous one and service providers will need to review the changes they have made at periodic intervals.

Volunteers

Volunteers may also be protected under the Equality Act. If volunteers have a contract and receive more than just out-of-pocket expenses then they may be treated as employees. Other volunteers may also be protected as guidance states that providing someone with a volunteering opportunity counts as providing them with a service and so service-provider duties come into play.

Educational institutions

Post-16 educational institutions have a duty to make reasonable adjustments for disabled students, including modifications to physical features. This duty is similar to that imposed on service providers and is again anticipatory.

Where educational buildings are used for conferences, banquets, and other non-educational purposes, this is likely to give rise to service-provider duties.

The Public Sector Equality Duty

The Public Sector Equality Duty, which is made up of a general equality duty supported by specific duties, is part of the Equality Act and applies to certain public sector bodies, including key organisations such as local authorities and the providers of health, transport and education services. Those bodies must have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between different groups. This duty encourages consideration of physical

access for disabled people and the making of appropriate adjustments.

The Equality Act does not override other legislation such as listed building or planning legislation, and the need to obtain appropriate approvals still applies in the case of changes made to improve access.

Planning permission

Planning control is the system used to manage the development of land and buildings; it is administered by local planning authorities. Planning permission is required for most kinds of work that involve material alteration to the external appearance of a building. It also covers most changes of use. A planning application normally needs to be supported by a design and access statement that sets out the principles that have been applied to the proposal and then goes on to provide information about how inclusive access is to be achieved. It needs to make particular reference to the needs of disabled people, and can be used to explain any proposed reasonable adjustments to physical features of the building.

The Planning system can play an important role in facilitating social interaction and creating healthy, inclusive communities ... Local Planning Authorities should aim to involve all sections of the community in the development of Local Plans and in planning decisions, and should facilitate neighbourhood planning. Planning policies and decisions should ... aim to achieve places which promote ... (among other things) ... safe and accessible environments (and) developments.

Extracts from Paragraph 69 of the National Planning Policy Framework. DCLG, March 2012.

The Building Regulations 2010: Approved Document M (2004)

Part M of the Building Regulations is about access to and use of buildings. It applies to material alterations of and extensions to non-domestic buildings and to material changes to some non-domestic uses. The regulation requires reasonable provision to be made for people to gain access to the building and to use its facilities. *Approved Document M* gives guidance on meeting the regulation and sets out minimum standards for access.

Following the guidance in *Approved Document M* can be a helpful way to establish reasonable provision under the Equality Act. Failing to meet the guidance need not automatically imply discrimination, however, as there may be other means of achieving the same end result. This approach is in line with the principles that underpin the protection of listed buildings, in that it can allow access to be provided in ways that avoid removing those features of a building which contribute to its significance, and thus to its listing.

Access statements and Part M of the Building Regulations

Departure from the guidance set out in *Approved Document M* can be explained by an access statement supporting the application. In the case of existing buildings, and particularly in the case of historic buildings, such a statement will allow a designer to identify the constraints imposed by the existing structure and its immediate environment. Where full access proves to be impracticable or only achievable at disproportionate cost, compensatory measures can be proposed. Essentially the access statement is a way of demonstrating that every effort has been made to provide an inclusive environment and it should not be used to justify lower standards of access provision.

Historic buildings and *Approved Document M*

The need to conserve the special characteristics of historic buildings is recognised in *Approved Document M*. The guidance states that the aim should be to improve accessibility where practically possible, provided that the work does not prejudice the character of the building or increase the risk of long-term deterioration to the building fabric or fittings.

Consultation with conservation and access officers is recommended, as well as taking into account the views of English Heritage and local access groups in order to make the building as accessible as possible.

Listed building consent

Under the terms of the Planning (Listed Buildings and Conservation Areas) Act (1990) consent is required for any works of demolition, alteration or extension that will affect the character of a listed building,

including any associated structures and fittings within its curtilage. Listed building legislation applies to both internal and external changes, irrespective of whether features are identified separately in the list description. The advice of the local planning authority should be sought on the need for consent at an early stage in the design process.

When seeking listed building consent it is important to provide information about the architectural and historical significance of the building and to assess the likely impact of the access proposals in relation to this. The application must demonstrate why any potentially damaging works are necessary or desirable, thus establishing that a balance is being struck between conservation and access. If a detailed proposal is refused consent it may still be possible to achieve an acceptable alternative design solution through negotiation and resubmission. Even if consent continues to be refused, there is likely to be a means of appeal. Whether or not the service provider's duty to take all reasonable steps to ensure accessibility includes pursuing an appeal will depend on the circumstances of the case.

It may also be necessary to apply for listed building consent for temporary access measures, including those made in advance of permanent solutions being adopted, if these will affect the character of the building. The local planning authority will advise on the need for consent. Portable ramps that are not fixed in place and which are removed after use do not require consent.

BS 8300:2009 + A1:2010 Design of buildings and their approaches to meet the needs of disabled people. Code of practice

BS 8300 provides guidance on good practice in the design of buildings and their approaches to allow convenient use by disabled people. The extent to which the standards apply to historic buildings will be determined on an individual basis. It should be noted that in certain respects guidance in the British Standard differs from that in *Approved Document M*.



The refurbished entrance to the Treasury in Horse Guards Road has a symmetrical arrangement of ramp and steps. High-quality design complements the refurbishment of the historic elements.

Stair lifts are visually intrusive and not an ideal access solution, but can provide access when it is impossible to accommodate a vertical lift. At Winchester Cathedral the scale of the background architecture helps reduce the visual impact.



Ecclesiastical buildings

Some Christian denominations are exempted from the need to obtain listed building consent under the terms of the 1990 Planning Act, because they have consent procedures of their own which have been accepted by the Government as providing an appropriate level of protection for their historic buildings. For the Church of England, all places of worship (not just those which are listed) are subject to the Faculty Jurisdiction system, which balances the needs of worship and mission with care and conservation of the buildings. Other denominations with their own control systems are the Church in Wales, the Roman Catholic Church, the Methodist Church, the United Reformed Church and the Baptist Union of Great Britain. However, the service provider provisions of the Equality Act cover activities within places of worship, irrespective of the denomination.

Under the Church of England's Faculty Jurisdiction Rules, parishes proposing significant alterations to their listed church should provide a Statement of Significance and Statement of Need to be taken into account when changes to the buildings are proposed. This emphasises the principle, also set out in the Church of England's case law of consistory court judgements, that where changes are proposed to a listed church there should be a clear need for the works which is sufficient to outweigh the normal assumption against alteration. Improvements to access should be considered in this context, in the light of what is reasonable.

Scheduled monument consent

As well as being listed, some historic buildings and their surroundings may be protected under the Ancient Monuments Act (1979). Consent is required for any work to an archaeological site or building that has been registered as a scheduled monument. Applications for consent are dealt with by the Department for Culture, Media and Sport, acting on advice from English Heritage.

The consent procedures will include four key principles: an application to an independent body, consultation with amenity bodies, consideration being given to the significance of the buildings themselves, and a right of appeal.



At All Souls Church, Langham Place, London, an inconspicuous handrail leads up the side of the porch steps and a shallow ramp to a side entrance leads to a lobby and passenger lift that serves the church and the crypt. Visual impact upon the porch, which is of critical significance to the streetscape and the church, is minimal.

Historic gardens and landscapes

The parks, gardens and other designed landscapes associated with historic buildings may also be of special historic interest in their own right and therefore included on English Heritage's *Register of Parks and Gardens*. The Register contains a diverse range of sites: gardens, squares, cemeteries and parks. If planning permission is required for any proposed alterations, the local planning authority must consult the Garden History Society in all cases, and English Heritage in the case of gardens registered as grade I or II*.

Where planning permission is not required but the proposed changes may affect the character or appearance of the garden or landscape, it is still advisable to seek professional guidance, especially in the case of ecclesiastical buildings, which will need denominational approval. Historic landscapes not included in the Register may be of considerable local value and any changes to their design, layout, character or appearance should be considered in this context.



At Stourhead, Wiltshire, the ramped path provides an alternative route adjacent to the garden steps.

If a building within a historic landscape is listed, changes to that landscape may also impact upon the setting of the building and should be considered in relation to the significance of both. Planning permission may be required for such changes, and the advice of the local planning authority should be sought.

Guidance on access to historic gardens and landscapes is given in English Heritage's companion guide, *Easy Access to Historic Landscapes*.

The ramped access at the Geffrye Museum in London has been designed as part of the sunken herb garden.



Part 2:

Planning better access

What is reasonable?

The access strategy

Any organisation, be it a high-street retailer, museum or restaurant, that wants to make it easier for people to use its historic building is strongly advised to start by establishing an access strategy – a document that answers six simple questions:

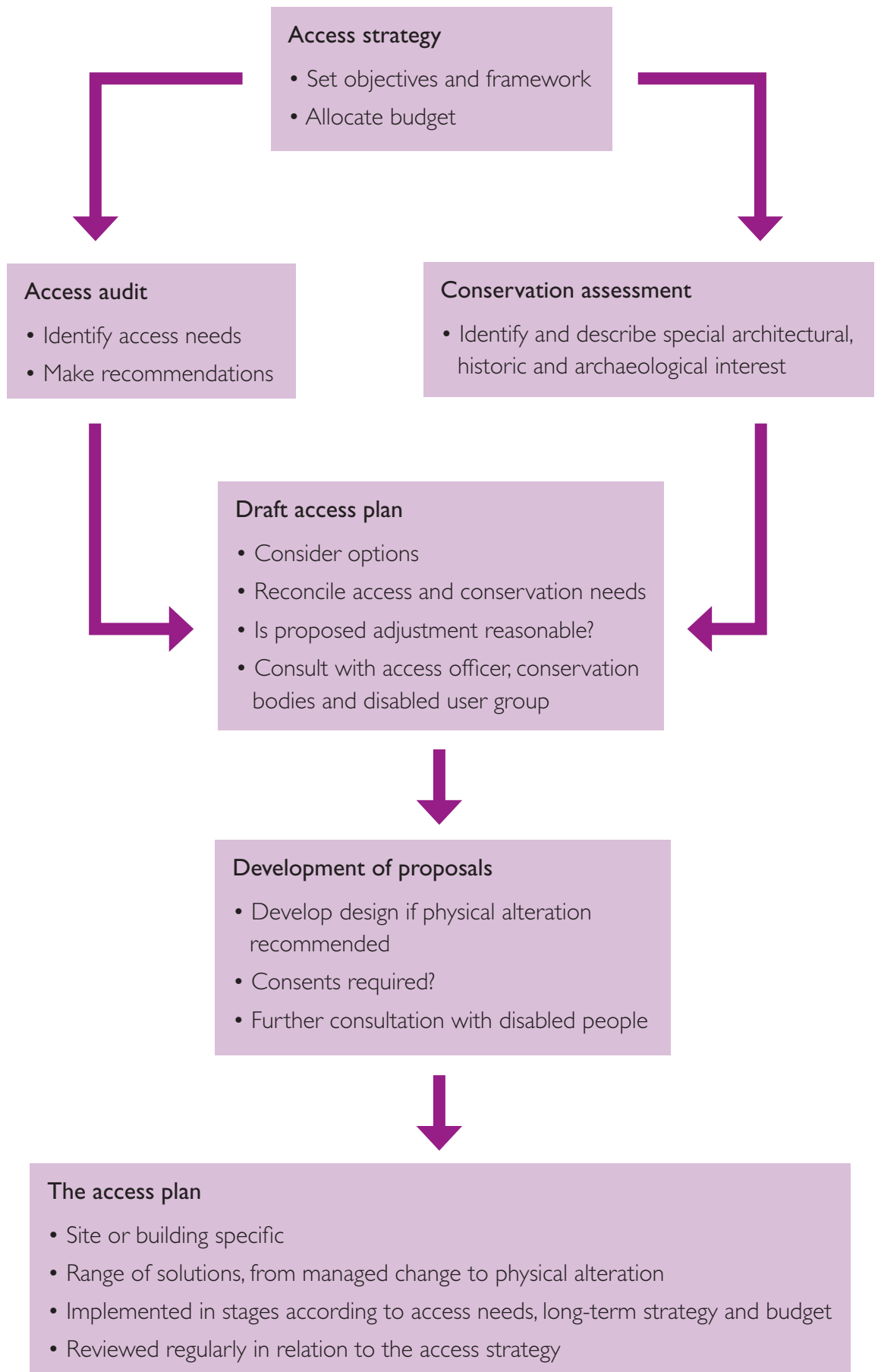
- what is it that needs to be improved – is it the building itself, the way it is managed or a combination of the two?
- what would be a reasonable adjustment?
- what are the statutory obligations that have to be met?
- which are the conservation considerations that need to be taken into account?
- who is going to be responsible for balancing these requirements?
- how much will it cost and how long is it going to take?

The secret of a successful strategy is clarity – making sure that the needs of visitors and users are as clearly understood as the sensitivities of the building that will be accommodating them. With careful planning it should be possible to provide suitable access for disabled people without compromising a building's special interest.

Strategic commitment from the top of the organisation is another vital component, as is the presence of someone who will be responsible for implementing and reviewing the measures identified in the access planning process.

The Equality Act requires service providers to make reasonable adjustments for disabled people in the way they deliver their services. However, the Act does not specify how a service provider should go about meeting its obligations; it is up to them to decide whether they need to physically alter an obstructing feature or whether they can find a way of avoiding it or providing the same service in an alternative way.

It is not always necessary to remove an obstacle. In many cases the same desired result can be achieved by providing alternative routes or re-organising the use of spaces, without any need for physical alterations. To avoid making the wrong decisions organisations and professionals should never undertake access works without first understanding which solutions would actually be preferred by disabled people themselves.



The access audit

The first step in planning access improvements is to undertake an access audit. This will assess and document barriers to access which exist within a building and its surroundings. A good audit will consider the requirements of wheelchair users, ambulant disabled people and those with sensory impairments and learning disabilities. It will consider intellectual access as well as physical access and can take into account the needs of families with young children and older people.

It is helpful for the audit to follow the sequence of the visitor's journey through the building – from arrival on foot, by car or public transport, through entry into the building, access to each of the services and facilities provided and finally to the exit route. An audit can also consider how people would be helped to leave in the event of an emergency.

The purpose of the audit is to compare the existing situation with best-practice guidance, thereby helping to identify any barriers to access that there may be. The auditor will make recommendations about possible ways of improving access, taking into account the use and nature of the building. It is recommended that someone experienced in assessing access issues should carry out the audit. Reference could be made to the National Register of Access Consultants.

The conservation assessment

A complementary part of the process will be to prepare a conservation assessment that establishes the significance of a building or site and its constituent parts in terms of its special architectural, historic or archaeological interest. These are usually prepared by architectural historians or conservation architects but amenity societies and local authorities may also be a source of guidance. In the case of ecclesiastical buildings, the statement of significance should provide the equivalent of a conservation assessment.

The access plan

Once an access audit and conservation assessment have been completed it becomes possible to prepare a detailed access plan that reconciles, where necessary, the needs of access and conservation. The plan will consider options for improvement, identify needs and impacts, and look at what is likely to be a reasonable adjustment. This stage of the process should include consultation not only with access and conservation bodies but with disabled people themselves.

The aim of an access plan should be, as far as is reasonably practicable, to provide a standard of access for disabled people equal to that enjoyed by the rest of the public.

The access plan will normally have four related objectives:

- establish short and long-term aims in relation to opportunities
- set out proposed solutions, ranging from change of operational use to physical alteration
- identify statutory consents or other approvals that are required
- propose timescales for implementation.

Linked to maintenance and management procedures, the plan can also help ensure that access remains an ongoing priority. To make sure this happens it should be reviewed at regular intervals and used to record decisions and alterations to the original scheme and timetable.

The role of the conservation officer

The job of local authority building conservation officers is to provide specialist advice on the repair and maintenance of historic buildings. This can be particularly valuable if alterations to improve access are likely to need planning permission or listed building consent.

It is the detailed preparation of the access plan that will confirm the need for any alterations to a historic building, including those requiring listed building or scheduled monument consent. However, the process should begin by considering all the other options available – including the provision of the service by other means – and assessing the impact that each of these would have on the building's significance.

If there are any conflicts between the interests of access and conservation, it may be possible to reconcile these through creative and sensitive design. For financial and operational reasons physical works may need to be phased over a period of time, in which case the plan may need to allow for alternative ways of providing the service in the interim.

The access plan should not be restricted to wheelchair users. It also needs to consider the requirements of people with limited mobility, sensory impairments and learning disabilities, families with young children and older people. A well-drafted plan should be central to any organisation's strategic commitment to improving access. It also needs to be reviewed regularly so that the current provisions can be kept up-to-date, not only in terms of changes in regulations but also new technical solutions, both of which the service provider is duty-bound to take reasonable steps to comply with.

Focus groups made up of disabled people, or drawn from a local access group, can be invaluable in testing proposals before they are incorporated into the access plan. The finished plan can also be used both as the basis of any access statement required for statutory consents and to provide a useful record of decisions taken in relation to duties under the Equality Act.

The role of the access officer

Access officers are normally based in the planning or building control departments of local authorities. As well as helping to develop access policies and design guidance, they advise on development proposals in relation to planning policy and Part M of the Building Regulations. They also facilitate local access groups made up of disabled people. All of this makes them invaluable sources of practical advice on access improvements so they should be consulted as early as possible in the development of an access plan.

Management issues

No access plan will be truly successful unless it is underpinned by a commitment from the very top of the organisation to meet or exceed currently agreed standards of good practice. It also needs the backing of universal staff awareness brought about through a combination of training and ongoing management support. An accessible WC used to store cleaning materials rapidly ceases to be accessible; a cluttered reception desk with a profusion of leaflets and notices offers clear information to no one. Good access depends on the effective management of the whole service – in many instances a simple change in operational working can overcome an apparently stubborn physical access issue.



A successful access plan will consider a range of solutions, including management procedures and physical improvements.

No 1 Smithery, Chatham Historic Dockyard, is a scheduled monument and grade II* listed. The restoration of the building includes a new accessible public entrance with ramp and steps. The scale of the façade allows this significant new addition.

© vHH/James Brittain



Power-assisted doors located in the returns of the portico at the Royal Opera House provide an easily accessible route.

Funding for access improvements

Neither English Heritage nor the Heritage Lottery Fund (HLF) is in a position to provide the owners of historic buildings with money specifically to improve access. However, HLF can fund physical and sensory access improvements to historic buildings or sites (including places of worship) if they form part of a wider project to repair and open up the building or site to the public. HLF can also grant-aid the completion of an access audit as part of the development phase of a project.



At Ripon Town Hall the whole pavement has been ramped up to threshold level over the original steps, part of a scheme that included the addition of a lift and accessible toilets inside. Railings have been added because of the increase in kerb height, but no handrail has been provided for the steps.

Barriers to access

Overcoming barriers

First and foremost, the access planning process is about finding ways to overcome the barriers to access that are the concern of the Equality Act – and especially those relating to physical obstructions.

All service providers covered by the Equality Act are required to make whatever reasonable adjustments are necessary to ensure that disabled people are not put at a substantial disadvantage. Potential obstacles fall into two broad categories:

- external physical elements of the building and its setting, including landscape features, kerbs, exterior surfaces, paving, parking areas, building entrances and exits as well as emergency escape routes
- any feature arising from the design or construction of a building itself, including architectural details (such as plinths, column bases, staircases, ironwork and door openings), fixtures, fittings, furnishings, furniture, equipment and other materials.



King's Bench Walk, Inner Temple, London. A short-rise platform lift is positioned behind railings where it descends to basement level and connects to the primary circulation routes.





With a minor adjustment to liturgical practice, a church member in a wheelchair receives communion in the nave at the church of St James the Great, Colchester.



Cobbles and setts can be difficult for ambulant disabled people to walk on, especially if they are rough, uneven or open-jointed. At Brougham Castle, Cumbria, a smooth path is laid across an uneven surface to create a more accessible route.

It is important that each feature is properly understood, both in its own right and in the context of the whole building. Every effort should be made to leave features unchanged and visible if they contribute to the building's significance, character or composition. In some circumstances a reasonable adjustment may involve avoiding a feature rather than making an alteration.

The type of service or activity that takes place within the building will also be a major factor in determining the appropriate level of access and the required degree of alteration. The Equality Act lists the factors that affect whether a potential adjustment is seen as reasonable – the size and financial resources of an organisation are taken into account.

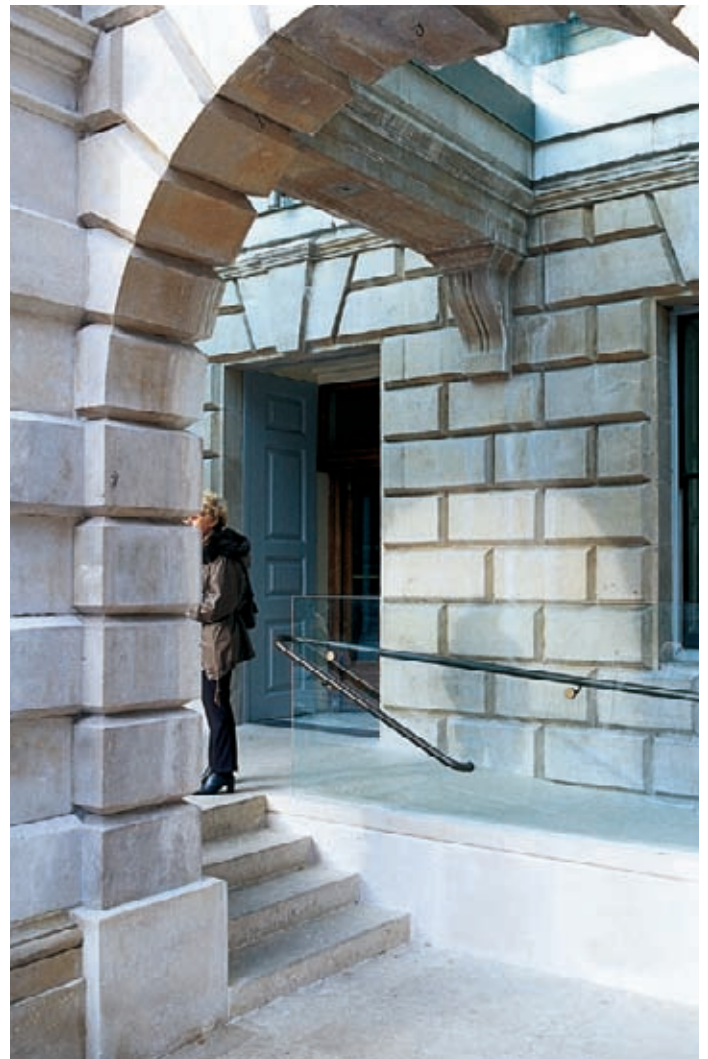
Any proposed change of use that involves service-provider or education functions needs careful consideration of the way in which the resultant access requirements could be accommodated within the existing structure.

The Equality Act outlines four options for overcoming a barrier caused by a physical feature. These are:

- removal of the feature
- alterations to the feature
- providing a reasonable means of avoiding it
- providing the service by a reasonable alternative method if none of the preceding options is viable.

The Act does not prescribe which option should be considered first, but the Code of Practice recommends that service providers should start by considering whether the physical feature which creates a barrier can be removed or altered. This represents an inclusive approach to access because it makes services available to everyone in the same way. The Act requires that any means of avoiding the physical feature must be a 'reasonable' one. In determining reasonableness consideration should be given to the dignity of disabled

people and the extent to which they are caused inconvenience or anxiety. It should always be remembered that the aim is to achieve a standard of access for disabled people that is equal to that enjoyed by the rest of the public.



At the Royal Academy, Piccadilly, the permanent scheme (right) which replaced unsightly temporary ramps (left) involved the modification of the plinth to accommodate the raised courtyard levels. Picture to the left © Francis Ware

The new entrance arrangements at St John's Smith Square include a ramp from the pavement giving access to a lift serving internal levels.



Dialogue and discussion

English Heritage encourages early pre-application consultation with local-authority conservation, building control, access and archaeology staff; with local access groups and, in the case of major buildings undergoing potentially substantial alterations, with its own staff. In many planning departments, applications involving access provisions are reviewed by an access officer, who should be able to advise on the suitability of the proposed solutions, or recommend alternative sources of advice and guidance. Continuous dialogue and feedback from users can ease the handling of applications for listed building and other consents, and help to achieve solutions which satisfactorily combine access and conservation.



The stone balustrade has been cut through on one side of the entrance to the Seaman's Hall at Somerset House to provide ramped access.



Removing the feature

It may be the case that those features which form a barrier are also those which make up the special interest of the building – a narrow doorway or staircase for example. In this case, removal is unlikely to constitute a reasonable adjustment. Additive change is more likely to be appropriate than destructive change. It may be the case that when balancing the long-term future of the building with the short-term needs of its occupants a reversible semi-permanent solution may be the most appropriate.

To determine reasonableness, it will be essential to assess the relative contribution such features make to the building as a whole, and to set this against the costs and benefits which removal might bring. Frequency of use could also be a significant issue when making this assessment.

Altering the feature

It may be possible to make alterations without adversely affecting the historic fabric or quality of the building. Alternatives that look beyond standard solutions might include the sympathetic reduction, rather than removal, of physical features. Where it is not possible to adhere completely to the design standard recommended in BS 8300 or *Approved Document M* of the Building Regulations, the access statement can be used to identify the constraints imposed by the existing structure and justify the proposed reasonable adjustment.

The Christopher Wren-designed church of St James sits between Piccadilly and Jermyn streets, which are at different levels. Level access has been achieved from Jermyn Street by altering a window to form a doorway, which is located in a 19th-century addition to the original body of the church and deemed less sensitive.



Visitor using the interactive display in the Visitor Centre at Knole, Kent.

© National Trust Images/Stuart Cox



These before and after photographs show the removal of steps and the lowering of the entrance levels at the United Church, Winchester.

Picture below: © Joe Low



At St Michael's House in Cambridge access has been provided to the café and exhibition space. The scheme does not meet all the provisions of *Approved Document M* of the Building Regulations but still provides a reasonable standard of access.

Finding ways round barriers to access

It may be possible to avoid the feature that creates a barrier by changing the way in which a building is managed, perhaps by providing access via a side route or by opening up a secondary main entrance. The principal entrance may still be available, but the preferred option would be to ensure that everyone uses the accessible entrance. This may require further changes to the management of the building and to the use of its internal spaces. Circulation routes within a building could be adjusted to avoid barriers such as stepped thresholds and narrow doorways.

Providing the service in another way

This option can be considered in addition to the approaches discussed above or where physical changes have been considered and rejected. However, this approach alone may not be considered reasonable if one of the other options would have provided a more inclusive service for all users. In considering this option, service providers might investigate, for example:

- relocating public services from the upper to the ground floor, in order to overcome barriers to access
- using print, computer or audio-visual means to provide access to the service, where physical barriers cannot be overcome.

It is recommended that disabled users of the service should be consulted to establish the acceptability of providing the service in a different way to that offered to others.



Picture above: At Morley Town Hall in West Yorkshire an accessible principal entrance has been created at the side of the building, making use of the sloping pavement to provide level access.

Picture right: At the Queen's House in Greenwich level access has been provided at basement level by forming a gently dished semicircular forecourt in front of an existing central door opening on the north front. The new paved route forms the access for all public visitors.

© Peter Cook /VIEW



Reasonable adjustments in practice

The Equality Act Code of Practice guidance for service providers gives a list of measures that can be taken to identify or make reasonable adjustments:

- planning in advance for the requirements of disabled people and reviewing the reasonable adjustments in place
- conducting access audits on premises
- asking disabled customers for their views on reasonable adjustments
- consulting local and national disability groups
- drawing disabled people's attention to relevant reasonable adjustments so they know they can use the service
- properly maintaining auxiliary aids and having contingency plans in place in case of the failure of the auxiliary aid
- training employees to appreciate how to respond to requests for reasonable adjustment
- encouraging employees to develop additional serving skills for disabled people (for example, communicating with hearing-impaired people);
- ensuring that employees are aware of the duty to make reasonable adjustments and understand how to communicate with disabled customers so that such adjustments can be identified and made.



At the Lady Lever Art Gallery in Port Sunlight the public entrance was relocated to the west elevation and a new ramp introduced to provide access to the main gallery. A glass balustrade and the use of concrete matching the colour of the limestone cladding limits the visual impact of the new intervention.

© Chester Masonry

At Cragside, near Morpeth, a touch-screen computer provides a virtual tour of parts of the house that are inaccessible.

© National Trust

Part 3: Making access a reality

Practical advice and examples

Easy physical access involves people being able to circulate freely and cope with changes in level. Horizontal movement is most likely to be constrained by floor surfaces, corridors, doorways, thresholds and small changes in level. Improvements to vertical circulation may require alterations to steps, stairs and handrails or involve the introduction of ramps or lifts. All of these can affect the appearance and significance of the building. Path surfaces, steps and gradients present similar issues in parks and gardens and much of the guidance below will be equally applicable to outdoor environments.

What follows is an overview of situations in which difficult decisions often need to be made. Some of the examples may not conform strictly to guidance in *Approved Document M* of the Building Regulations but nevertheless achieve a successful balance between reasonable adjustment and the sensitivities of historic places.

Where there is a physical barrier, the service provider's aim should be to make its services accessible to disabled people and, in particular, to provide access to a service as close as it is reasonably possible to get to the standard normally offered to the public at large. When considering which option to adopt, service providers must balance and compare the alternatives in light of the policy of the Act, which is, as far as is reasonably practicable, to approximate the access enjoyed by disabled persons to that enjoyed by the rest of the public.

Equality Act 2010 Statutory Code of Practice: Services, Public Functions and Associations, 2011, page 106, 7.58



Asymmetrical elevations can accommodate alteration more easily. The addition of this significant ramp at Ealing Town Hall does not upset the balance of the overall composition and the design and use of materials is sympathetic.



At Huddersfield station the asymmetry of a single ramp rising to the portico is insignificant when seen against the heroic scale of the larger design.



At Manchester Art Gallery the symmetrical composition of the main façade is not disturbed by the ramp, which rises to the portico entrance on one side only.

Horizontal movement

Making an entrance

The aim should be to make a building's main entrance accessible to everyone on a permanent basis. Conservation constraints may arise from the design and character of the building's façade and setting and each building will have its own characteristics, which should, as far as possible, be respected in considering alterations for access.

Classical buildings, for example, are usually built to a single, unified plan that follows strict rules of symmetry and proportion. Derived from the idea of a temple, the entrance is often set upon a base and approached by a flight of steps. Alterations to such buildings need to respect these rules, although sometimes relatively small-scale changes may break them without significantly affecting the appearance.

Symmetry may be less of an issue in other types of less formal architecture. Proportion and balance will still be important, but greater flexibility may allow, for example, the insertion of a single asymmetrical ramp.

Georgian and Victorian terraced houses with steps up to the front door can pose seemingly intractable problems in relation to access. Alternative entrance points such as a mews may be available. Alternatively a basement area between the building and the pavement may allow the incorporation of a platform lift to provide access from



A Minton tile floor, such as this one underneath matting at Osborne House, is particularly vulnerable to both foot traffic and wheelchairs and needs to be protected.



Many entrances to 18th-century and 19th-century terraced town houses have steps up to the front entrance, along with a basement area. An external platform lift was installed within the basement area of this London house, the steps and landing altered and the railings adapted in keeping with the existing design. A lift was installed within the house. The house has since been sold and the platform lift removed.

street level to the basement floor. Platform lifts can often be visually less intrusive than ramps over basement areas.

In urban locations, space in front of buildings will frequently be restricted. Where it is available, it may be possible to re-grade the pedestrian approach up to or within a porch or portico. Where an existing entrance cannot be adapted it may be possible to form a new accessible entrance for everyone to use.

Inside the building

Large secular buildings were often designed with a hierarchy of spaces and a prescribed sequence of movement through the building – the entrance hall, principal staircase, primary corridor and principal rooms. The form and decoration of each of these spaces may be part of the building's special interest and the visual impact of any

alteration must be carefully considered. In smaller buildings there may simply be too little space for additions such as ramps or lifts, while the visual impact might be equally damaging.

When dealing with level changes and restricted space, the conservation concerns are likely to centre on issues of scale, proportion and continuity in materials, design and finish, as well as structural factors affecting corridor widths and floor levels.

Floors

Routes through buildings need to be free of trip hazards and smooth enough for easy wheelchair use. However, the levelling or alteration of historic floors should only be considered as a last resort once other less potentially damaging options have been fully considered.

If the historic floor surface is particularly fragile, it is likely to require protection against foot traffic and wheelchairs, especially the heavy electrically powered ones. A temporary covering, removable for occasional viewing, may be the only appropriate answer. In such cases, fully accessible information about the floor and its importance should be available near by.

Over-polished floors can be hazardous and slip-resistant finishes are important, particularly in areas where the floor may become wet. Loose rugs without any underlay to anchor them or with edges creating a trip hazard should also be avoided. Thick pile carpets can hinder wheelchair passage.

Doors and openings

Door and window openings establish the character of an elevation and are an integral part of the façade; alterations to their proportions or detail should generally be avoided.

Where the principal entrance is a key element in the design of a building façade, the door frame or surround and the door itself are likely to be significant. Alteration may be possible but should be carefully considered. In the case of heavy doors it may be possible to add a powered opening device or at least a bell to call for assistance.

Standard guidance recommends an 800mm clear opening for a head-on approach, although the majority of manually propelled wheelchairs can manage with slightly less than this. A compromise may therefore be

possible, subject to consultation. *Approved Document M* suggests a minimum clear width of 750mm in existing buildings.

Room to manoeuvre alongside the leading edge of a door is particularly important. Where space is inadequate and an alternative route is not feasible, doors could be held open or even removed.

Wheelchairs and other mobility aids can inadvertently damage narrow door cases and joinery. Applied protection may be necessary to safeguard the historic fabric.

Double doors with narrow leaves can also pose a problem as it can be difficult for a wheelchair user to open both doors together. Doors can be held open with electromagnetic catches, linked if necessary to a fire alarm system. Powered opening may be possible, although the addition of devices may cause damage to joinery. It may even be possible to fix the leaves together to act as a single door. Sometimes leaves may have to be replaced with ones of unequal width, to provide a clear 800mm opening on one side.

The addition of vision panels in important historic doors is rarely acceptable. It is more usual to hold doors open to achieve improved access.

Every effort should be made to retain historic door furniture or traditional ironmongery that is integral to the design and character of the door. Automating the door opening or relying on staff assistance is likely to be preferable to replacing significant fittings with lever-type handles.



provided, though care should be taken to ensure they are used safely.

In timber-framed buildings every effort should be made to avoid cutting sill plates or other framing members that contribute to the building's structural integrity. A bevelled fillet on either side can resolve a small difference in height. If sill plates are to be covered by a raised floor or ramp, care should be taken to maintain ventilation and avoid moisture entrapment, which can lead to timber decay.

Corridors

Circulation routes must allow easy movement and provide a sense of location and direction. The preferred unobstructed width of a corridor is 1200mm, though 1800mm is recommended to allow wheelchair users to pass each other.

Visual contrast

Visual contrast can be a useful way to distinguish floor and wall surfaces and thus help people to orient themselves. Contrasting colour for doors or door frames and potential obstructions will also help them to move around safely. Light reflectance values (LRV) should be checked to ensure adequate contrast.

Visual contrast to step nosings is recommended and can be particularly helpful for people with visual impairments. Contrasting nosings can be provided on carpeted stairs, removable paint can be used if appropriate and where alteration is not possible directional lighting can help provide shadow contrast.

Removal of original timbers in significant buildings should be avoided, especially when integral to the frame construction. Exposed sill plates across thresholds, such as this one at Deal Castle in Kent, typically pose a problem. A reversible ramp to provide access across the threshold is likely to be preferable to raising the floor locally.

Consideration should be given to the height, ease of use and visual contrast between the handle and door. Self-closing mechanisms with an abrupt or heavy action should be regularly adjusted to their minimum operating pressure.

Thresholds

The generally accepted maximum raised threshold over which an independent wheelchair user can manoeuvre is 15mm, although in practice some people may be able to negotiate a slightly higher one, especially if the leading edge is bevelled. Short temporary threshold ramps can be



Access improvements at the Almeida Theatre, London, were part of a larger project. The foyer ramp gives access to the stalls seating area.

The addition of a carefully detailed external structure has improved access to this civic building in Corsham, Wiltshire, while not compromising its appearance.

© Wiltshire Council

Modifications to the relatively modern bridge to the Inner Ward at Barnard Castle, Co Durham, replaced steps with a ramp, giving an accessible main visitor route.

A ramp made by sloping the paving at the west front of Winchester Cathedral created an accessible route into the building.



Vertical movement

Ramps

Ramps are usually preferable to platform lifts and can provide easy and convenient access provided gradients are not too steep or too long. They also tend to be cheaper and much easier to maintain. However, where changes of level are too great, where there is inadequate space or there is an established need to protect architectural or archaeological features, a lift may still have to be considered.

Any slope of 1:20 or steeper is defined as a ramp by *Approved Document M*. Gradients should be as shallow as practicable as steep slopes create difficulties for some wheelchair users and ambulant disabled people. Standard guidance advises a maximum gradient of 1:12 for a distance of up to 2m between level landings. A longer ramp is acceptable where the gradient is shallower and suitable landings are provided. In exceptional circumstances, steeper grades over shorter distances may be preferable to no ramp at all, although these will not be suitable for some wheelchair users without assistance and care should be taken to ensure safe use. Electrically powered wheelchairs can generally cope with steeper slopes than manually propelled ones. The case for a steeper or longer ramp than that recommended in the *Approved Document M* would need to be made in the Access Statement.



At St James' Church, Colchester, the level change at the north porch is more than a metre. A removable ramp at the south door provides access until a permanent solution is provided.



Removable ramps tend to remain in place for several years. They rarely represent a satisfactory architectural solution but can be used out of necessity while a well-designed permanent solution is being agreed.



Removable timber ramps, such as this one at Richmond Castle in North Yorkshire, can provide access where a permanent intervention is not possible.

When forming permanent ramps and raising floor levels, account should be taken of design features such as skirtings, plinths or dado rails. These can often make important contributions to the scale and proportion of a room.

Temporary ramps can have a detrimental visual impact and are unlikely to provide a satisfactory long-term solution to access problems. However, they may be considered a reasonable adjustment prior to the provision of a planned permanent solution, or where access may be needed for a relatively short period in a building's life, or where use is infrequent. Temporary measures should be made to the same standards of design and construction as permanent interventions, not least because they may also require formal approval. Just like permanent arrangements, they should seek to minimise visual impact and to provide the greatest possible degree of integration and independence.

In places of worship, changes in floor levels may have historical and liturgical significance. Where level changes are not great a temporary ramp might be considered though a permanent intervention, carefully designed to respect the historic integrity of its surroundings, is always preferable.

The use of portable ramps has management implications, such as the availability of staff to erect and remove them as required and to ensure their safe use. They may be used from time to time for a single visitor, or periodically for an event lasting several days. As well as avoiding the risk of visual intrusion, portable ramps may also be preferable for smaller properties or those where wheelchair use is infrequent. Appropriate staffing arrangements, training and storage space are integral parts of the solution.

A ramp to one side of the entrance to the Foundling Museum, London, sits behind an existing wall. The new central handrail to the steps allows for left and right-hand use.



It may not be possible or desirable to alter some stairs. Where this is the case alternative forms of access, such as a virtual tour, could be considered.





This stair at Manchester Town hall has a handrail to one side only, not meeting current guidance. The addition of a secondary handrail was not deemed necessary because lift access is available near by.



The new handrail at Huddersfield station is in keeping with its context.



The original handrail at the Walker Art Gallery in Liverpool does not comply with current profile recommendations and does not project 300mm beyond the top riser because it abuts the pilaster. No changes have been proposed as a nearby lift provides alternative access.

Many ambulant disabled people do not find ramps easy to use. Where a change of level is greater than 300mm it is recommended that steps are provided as well as a ramp. Changes of level of 2m or more should be accompanied by an alternative means of access such as a lift.

Stairs and landings

The principal staircase is often the major element in the most important public space within a building. It is therefore likely to be of considerable architectural and historic importance. Such staircases often fail to comply with current standards and changing them is likely to be contentious. An alternative solution may be possible if there is a secondary staircase that would be less sensitive to alteration.

Handrails

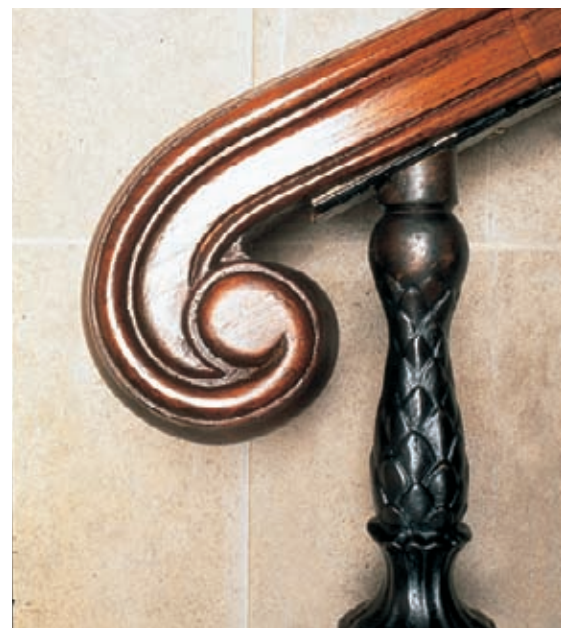
Handrails are highly visible and so represent a critical design issue. The introduction of new handrails to stairs will inevitably impact upon the character of existing spaces and features, even when designed with great care and sensitivity. Detailed design studies, supported by accurate drawings and visualisations, are essential if such interventions are to be properly planned and their impact fully understood.

In older buildings, handrails were not generally designed to extend 300mm beyond the first or last riser, or to have the currently recommended profile. Where handrails do not extend or have a profile that cannot be gripped it may be possible to insert a more suitable additional rail.

A mock-up (picture above right) was used to investigate the visual impact of the proposed handrail at the grade I listed John Rylands Library, Manchester, before the permanent installation. The resulting permanent handrail (below) has been designed to relate to the very high-quality bronze work in the library. The central location improves access to the stairs with minimal impact on the building fabric.

Current standards require all flights of steps to have handrails on both sides and additional central handrails where a flight is more than 1800mm wide. On wider flights where side handrails cannot be provided a single, central handrail gives the desired left- and right-hand option. On narrow stairways, one good handrail is better than none.

The historic context of a staircase may suggest the replication of an existing handrail design which does not fully comply with guidance in *Approved Document M*, but which could nonetheless be regarded as a reasonable adjustment. Where conservation and aesthetic considerations require the retention of non-compliant but historic handrails then this issue should be raised in the Access Statement.



This handrail at the Bank of England shows how it is possible to form new versions that match existing designs and materials.



At the Victoria and Albert Museum in London long symmetrical shallow ramps have been combined with steps that complement the scale of the Cromwell Road frontage. There is one central handrail to the steps.



A new accessible entrance at Tate Britain has wide steps and ramps.



This elegant solution at the Royal Institute of British Architects overcomes a small change of level at the entrance.



The once-derelict grade I listed church of St Luke in London has been converted into a community and music education centre for the London Symphony Orchestra. Access improvements to the entrance are sensitive to the architectural importance of the building.

© Matthew Weinreb – imeagefind.com



At the Queen's House in Greenwich a new staircase replaced a service stair that had been altered and so had potential for further change. The new stair allowed for the construction of a lift in the stair well. While not meeting all the standards in *Approved Document M*, the lift does provide access to upper floor levels for the first time.

© Peter Cook / View

A lift at Blickling Hall in Norfolk has been located within one of the turrets without damage to the internal structure.



Lifts

The best way to provide accessible circulation between different floors of a building is to install an integrated and suitably sized passenger lift. As well as helping wheelchair users it can also be of benefit to ambulant disabled people, older people and people with pushchairs. A passenger lift is more likely to be feasible in larger buildings. Where space is at a premium, or a lower-cost solution is required, a short-rise platform lift may be a more viable solution.

Passenger and platform lifts are best located in the less-sensitive parts of historic buildings, for example secondary staircases and light wells or in areas that have already been disturbed or altered. Pits and openings for lift shafts should be carefully located to avoid loss or damage to significant timbers, archaeological remains or decorative surfaces.

Lift controls should be designed for ease of use by everyone and should incorporate tactile, visually contrasting illuminated buttons set at an appropriate height and location. Audible information can help people using and waiting for the lift.

The lift car should be large enough to accommodate any type of wheelchair with at least one other passenger. A lift car 2000mm wide by 1400mm deep will accommodate most scooters and allow wheelchair users to turn through 180 degrees. It may also be more suitable where there is heavy visitor use.

In some historic buildings, a smaller car may be the only option. The minimum size needed to accommodate one wheelchair user and a companion is 1400mm deep by 1100mm wide. If circumstances allow, it should operate as a through lift, with doors on opposite sides, so that the wheelchair user does not have to turn round or reverse on exit. This also applies to short-rise platform lifts.

Whatever the type of lift, requirements for ongoing maintenance and management should not be overlooked, particularly in the case of external lifts that are exposed to the elements.

Certain passenger lifts and most platform lifts avoid the need for expensive and space-consuming overruns and lifts pits. Short-rise platform lifts offer scope for level changes up to 4m if contained within an enclosed lift shaft. The minimum platform size required to accommodate a wheelchair user is 800mm wide by 1250mm where the platform is not enclosed and 900mm wide by 1400mm deep when it is. An enclosed platform 1100mm wide by 1400mm deep will accommodate an accompanied wheelchair user and is the smallest that will allow two doors located at 90 degrees to one another.

At St Luke's Church in London the rebuilding of an unsafe internal staircase allowed space for a lift, making all levels accessible.

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These sensitively designed steps with adjacent platform lift at the main entrance to St Mary's Church in Beverley overcome a substantial change of level and provide improved access for everyone.





Traditional stair or platform lifts that follow the incline of a stair should only be used where standard passenger or platform lifts cannot be installed. They tend to be unpopular with disabled people and can be undignified or impossible for some people to use. They may also create unacceptable visual intrusion and cannot be fitted to a staircase on an escape route if they constitute a hazard or reduce the width of the stairway to less than the acceptable minimum. They should only be considered as a last resort when it is impossible to accommodate a vertical lift or ramp or where alternative routes are not available.

This platform lift at Lambeth Palace has been carefully designed with glass sides and matching floor finish. The lift and stair do not detract from their surroundings.

© Dennis Gilbert / VIEW

At St George's, Brandon Hill, in Bristol external hydraulic lifts provide access at two level changes between the upper churchyard car park and the church, which is now a concert hall. The lifts have also proved useful in moving heavier equipment and large instruments.

At Eastbury Manor, Barking, the entrance lobby floor can be raised to form a ramp to overcome a level change at the entrance.



Stair climbers are devices that are attached to wheelchairs to allow them to be transported up or down a flight of stairs. They must be operated by trained staff, do not serve all types of wheelchair, nor do they resolve the access problems of those who have difficulties with steps. They may also cause embarrassment and can give

rise to anxiety because of their perceived lack of safety. The damage they can do to stair treads may also make them unsuitable for use on significant historic staircases. A stair climber may be the only solution to some access problems but should only be considered when there is no other practical option.

A wheelchair platform lift was provided when the stairs to the Saint's Chapel at St Albans Cathedral were rebuilt. The area was carefully excavated by the cathedral archaeologist before construction went ahead. The lift motor is housed below the steps so cannot be heard.

© Dennis Gilbert /VIEW



Emergency escape

Ways out must be considered alongside ways in. Responsibility for providing an adequate means of escape for everyone using a building rests with the building management or service providers. Emergency plans should allow for evacuation without reliance on the fire service, and should be drawn up following consultation with the fire officer and disabled users of the building to ensure their needs are taken into account. All staff who may be expected to help with the evacuation of disabled people should receive appropriate training.

The Regulatory Reform (Fire Safety) Order 2005 sets out requirements for fire safety and is supported by a number of supplementary guides including *Fire Safety Risk Assessment – Means of Escape for Disabled People*. Guidance is also given in BS 9999: 2008 *Code of Practice for Fire Safety in the Design, Management and Use of Buildings*.

Disabled people may be able to evacuate themselves from ground-floor accommodation but need assistance with escape from higher or lower floor levels. It may be necessary to provide fire-protected places of refuge adjacent to staircases where people can safely wait for assistance. An evacuation lift is the preferred form of escape and increasingly used as an alternative to carrying wheelchair users down the stairs. Guidance on evacuation lifts is given in BS 9999.

Emergency evacuation plans should be sufficiently flexible to meet the needs of disabled visitors whose specific requirements cannot be identified in advance. Separate plans for disabled employees can be tailored to their particular needs and the known availability of assistance.

Evacuation chairs can form a useful part of an emergency escape strategy, but some people may be unable to transfer to a chair or may prefer to be carried in their wheelchair.



These fire doors at Winchester Cathedral were sensitively designed and custom made to fit a range of openings.

Lighting, signs and information

Lighting

Good lighting allows people to move easily and safely into and around buildings. Effectively used, it can make obstacles appear more obvious and provide guidance along routes.

Lighting should avoid glare, pools of bright light and areas of deep shadow. Interior lighting schemes may need to be supplemented by sensitively positioned additional fittings to ensure that appropriate levels of illumination are achieved, particularly where there are stairs or changes in level. For example, window blinds can be a useful method of eliminating glare or confusing shadows at certain times of the day.

Sudden changes in light levels should be avoided, and areas of transition from bright to dimly lit space should be created where possible. It can be helpful to provide a place to rest or pause and become accustomed to the lower levels of lighting. While high-contrast lighting schemes that enhance the dramatic effect of a building or space are becoming increasingly common, it is usually possible to ensure that lighting levels are more consistent in those areas where safety may be an issue.

At St Luke's Church in London signs are designed to be easy to read. This sign can also be played like a xylophone, with a different note for each location.

© Matthew Weinreb – imeagefind.com

Signs

Signs should be simple, short, easily understood and located where they will be well lit and clearly visible. Exterior signs need to identify the accessible entrance if this is not also the main entrance. Signs can also indicate distances to key features or areas, the presence and gradient of inclines, and how assistance may be obtained.

Clear and easily visible signs designed to a consistent style help everyone – for example, people who are deaf or hearing impaired may be reluctant to ask for directions in case they are unable to hear or decipher the response. Signs using symbols are useful for people with learning disabilities and visitors whose first language is not English.



Picture top left: Some people, such as this visitor to Dyrham Park, will require information in alternative formats, such as Braille.

© National Trust Images/ David Levenson

Picture below: Accessible information can be provided in a range of ways, as here at the National Trust's 'Back to Backs' in Birmingham.

© National Trust Images/ David Levenson





Use of trained staff to provide guided tours can be part of an overall access strategy.

© National Trust / Bob Bishop



English Heritage produces a guide to give information on access for visitors to its properties.

In general the signboard should contrast with its background and the lettering should contrast with the signboard. Lower-case lettering with opening capitals is generally easier to read than all capitals. The size of the lettering also needs to be appropriate for the distance from which it will be viewed. The sign itself should be at a height that allows it to be seen in crowded areas or where queues are likely. Braille and embossed information may be incorporated in signs in a historic interior, provided it is done with sensitivity, although it will always be most effective as part of an integrated communication scheme. Tactile signs are only useful if placed where they can be easily reached.

Wherever signs are to be positioned, careful consideration needs to be given to the way they are fixed and the impact they will have on the character of the space to which they are being added. Free-standing signs may sometimes be more appropriate than permanently mounted ones, for example when events are taking place.

Information

Comprehensive information about access, itself in accessible formats, is often most usefully provided in advance of a visit. An access guide can be sent out as a leaflet or provided on a website to allow people to plan their visit. As well as explaining how the building can be reached by public transport it will describe the parking facilities and access arrangements in and around the building, highlighting any access restrictions and alternative provisions that have been made.

All staff, and especially those who deal with the public, should be familiar with the requirements of disabled people, and with the facilities available to them. Training of this kind requires a strategic commitment on the part of any organisation and is particularly effective when it is specifically targeted towards each person's role.

Landscape and settings

An accompanying English Heritage guide *Easy Access to Historic Landscapes* has been produced to help property owners and managers make their historic landscapes more accessible to all visitors. Like this document, it provides guidance on achieving a balance between access and conservation and gives examples of good practice.

English Heritage's streetscape manuals, *Streets for All*, set out principles of good practice for street management – such as reducing clutter, co-ordinating design and reinforcing local character. The manuals, covering each of the English regions, provide advice on street design that reflects the region's historic character.

Access to a building and its surroundings, or to wider historic landscapes, should always be considered from the point of arrival, whether by foot, car or public transport. Many historic paths or drives are made of cobble or sett paving, riven stone slabs or gravel, all of which can represent a barrier to access. These materials are nonetheless often an integral part of the significance and character of the landscape.



In Tunbridge Wells, where the paving tradition is red and blue brick, the tactile surface at crossings is made with brick paviors.

The various types of tactile paving can be formed using natural stone.

Tactile blister paving in Chichester is made with machined York stone to integrate into the surrounding paving.



The compressed hoggin path to the South Terrace at Kenwood House in London provides a suitable surface for all to use while still being appropriate in the historic landscape setting.



These two photographs show gravel paths at Audley End House. Deep gravel can cause difficulties for wheelchair users and others; bound gravel will provide a firmer and more even surface.



Carefully positioned level areas can provide resting places on long routes.



At the Tower of London a smoother route has been provided with paving slabs set into an area of stone setts.



As with buildings, easy access to gardens and landscapes is best achieved by understanding their significance and the needs of users, thereby balancing the needs of access and conservation. Examples of adjustments that could be considered and evaluated include:

- replacing existing gravel surfaces with self-binding gravel to provide a firmer surface
- relaying stone setts with tighter joints or pointing them to form a less recessed joint
- incorporating a level route within an area which has an uneven surface
- introducing alternative routes through a park or to a building, and adding appropriate signs
- introducing alternative routes which give access to certain key features and views within the landscape, while acknowledging that it may not be possible to access all areas
- using interpretation or multimedia devices to provide alternative access to those areas that will remain physically inaccessible
- taking full advantage of the sensory qualities of all gardens and landscapes, and of seasonal changes
- providing handrails, powered mobility vehicles and frequent resting places to maximise access for as many people as possible
- use of trained staff and guided tours as an alternative to making physical changes.

Street furniture and seating

Service providers should think carefully about the design, location and justification for street furniture such as interpretation panels, bollards, cycle racks, free-standing signs, lamp-posts and waste bins. These can become obstacles when set on pedestrian routes. Grouping items together can make them more easily visible and thus less of a hazard.

Benches and internal seating should offer a range of heights and a choice between those with and without backs and armrests. There should also be space for a wheelchair user to pull up next to a seated companion. Tables, where they are provided, should be wheelchair accessible.



Bollards should only be used when absolutely necessary. Visual contrast will increase the visibility of these and other potential obstacles.



Picture above: Tables such as this one, provided by the National Trust at Plas Newydd, Anglesey, allow wheelchair users to sit next to seated companions and also give space for pushchairs.

© National Trust



Picture right: This interpretation panel at St Augustine's Abbey is carefully positioned to allow use by all visitors.

Published sources of information

Primary legislation

Ancient Monuments and Archaeological Areas Act 1979

Equality Act 2010

Planning Act 2008

Planning and Compulsory Purchase Act 2004

Planning (Listed Buildings and Conservation Areas) Act 1990

Special Educational Needs and Disability Act 2001

Town and Country Planning Act 1990

Official guidance and policy documents

Building Regulations 2010. *Approved Document M: Access to and Use of Buildings*. 2004 edition with 2010 amendments

BS 7913:1998. *Guide to the Principles of the Conservation of Historic Buildings*. British Standards Institute, 1998

BS 8300:2009+A1:2010. *Design of Buildings and their Approaches to Meet the Needs of Disabled People: Code of Practice*. British Standards Institute, 2010

BS 9999:2008. *Code of Practice for Fire Safety in the Design, Management and Use of Buildings*. British Standards Institute, 2008

Conservation Plan Guidance. Heritage Lottery Fund, 2012

Equality Act 2010 Code of Practice: Employment Statutory Code of Practice. Equality and Human Rights Commission, 2011

Equality Act 2010 Code of Practice: Services, Public Functions and Associations Statutory Code of Practice. London: Equality and Human Rights Commission, 2011

Making Your Project Accessible for Disabled People. Heritage Lottery Fund, 2012

National Planning Policy Framework. Department for Communities and Local Government, 2012

PPS5: Planning for the Historic Environment Planning Practice Guide. Department for Communities and Local Government, 2010

Sources of publications and information

British Standards are available from the British Standards Institution at www.bsigroup.co.uk

Equality and Human Rights Commission (EHRC) publications can be downloaded at www.equalityhumanrights.com

English Heritage publications are available from www.english-heritage.org.uk

Building Regulations Approved documents can be downloaded at www.planningportal.gov.uk

HMSO and Stationery Office documents are available from www.tso.co.uk

UK legislation is available at www.legislation.gov.uk

For general enquiries about statutorily protected listed buildings, scheduled monuments and registered parks and gardens in England contact customers@english-heritage.org.uk

Where to go for further help

General reading

- Barker, Peter and Fraser, June, 2000. *Sign Design Guide – A Guide to Inclusive Signage*. London: JMU Access Partnership and Sign Design Society
- Brereton, Christopher, 1995. *The Repair of Historic Buildings: Advice on Principles and Methods*. London: English Heritage
- Cave, Adrian, 2007. *Making Existing Buildings Accessible: Museums and Art Galleries*. London: RIBA
- English Heritage, 2000. *Streets for All: A Guide to the Management of London's Streets*. London: English Heritage
- English Heritage, 2005. *Streets for All* (set of eight regional manuals). London: English Heritage
- English Heritage, 2007. *Conservation Principles: Policies and Guidance for the Sustainable Management of the Historic Environment*. London: English Heritage
- English Heritage, 2013. *Practical Building Conservation: Conservation Basics*. London: English Heritage
- Penton, John, 2008. *Widening the Eye of the Needle: Access to Church Buildings for People with Disabilities (3rd rev edn)*. London: Church House Publishing
- Sawyer, Ann and Bright, Keith, 2008. *The Access Manual: Auditing and Managing Inclusive Built Environments (2nd edn)*. Oxford: Blackwell

Access organisations

Action on Hearing Loss (formerly RNID)
www.actiononhearingloss.org.uk
 020 7296 8000

Centre for Accessible Environments
www.cae.org.uk
 020 7822 8232

National Register of Access Consultants
www.nrac.org.uk
 020 7822 8232

Royal National Institute of Blind People
www.rnib.org.uk
 0303 123 9999

National amenity societies

Ancient Monuments Society
www.ancientmonumentsociety.org.uk
 020 7236 3934

Council for British Archaeology
www.archaeologyuk.org
 01904 671 417

The Garden History Society
www.gardenhistorysociety.org
 020 7608 2409

The Georgian Group
www.georgiangroup.org.uk
 020 7529 8920

Society for the Protection of Ancient Buildings
www.spab.org.uk
 020 7377 1644

The Twentieth Century Society
www.c20society.org.uk
 020 7250 3857

The Victorian Society
www.victoriansociety.org.uk
 020 8994 1019

Church bodies

Baptist Union of Great Britain
www.baptist.org.uk
 01235 517700

Catholic Church in England and Wales
www.cbcew.org.uk/care-of-churches
 020 7630 8220

Church Care
www.churchcare.co.uk (general)
www.churchcare.co.uk/images/access_and_disabled_people.pdf (access guidance)
 0207 898 1000 (churches)
 020 7898 1888 (cathedrals)

Jewish Heritage UK
www.jewish-heritage-uk.org
 161 238 8621

The Methodist Church
www.methodist.org.uk
 020 7486 5502 (helpdesk)
 0161 235 6739 (conservation officer)

Religious Society of Friends (Quakers)
www.quaker.org.uk/property-matters
 020 7633 1000

General Assembly of Unitarian and Free Christian Churches
www.unitarian.org.uk
 020 7240 2384

The United Reformed Church
www.urc.org.uk
 020 7916 2020

Other bodies

Association of Local Government
Archaeological Officers UK
www.algao.org.uk
01975 564071

Cadw (Heritage in Wales)
www.cadw.wales.gov.uk
01443 336000

Department for Communities and Local
Government
www.communities.gov.uk
0303 444 0000

Department of the Environment
(Northern Ireland)
www.doeni.gov.uk/niea/built-home
028 9054 0540

Department for Environment, Food &
Rural Affairs (DEFRA)
www.defra.gov.uk
08459 335577

English Heritage
www.english-heritage.org.uk
0870 333 1181 (Customer Services)

Heritage Lottery Fund
www.hlf.org.uk
020 7591 6000

Historic Scotland
www.historic-scotland.gov.uk
0131 668 8600

Institute of Historic Building Conservation
www.ihbc.org.uk
01747 873133

National Trust
www.nationaltrust.org.uk
01793 817400

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English Heritage is the Government's statutory adviser on the historic environment.

www.english-heritage.org.uk



Information Provided by English Heritage on 'Establishing an Access Strategy'

Any organisation, be it a high street retailer, a museum or a restaurant, that is required to make reasonable adjustments under the Equality Act 2010 needs first to establish an 'Access Strategy'. This requires a strategic commitment at a high level in the organisation to making the service more inclusive either through design or management measures, or more often a combination of the two.

A timescale and budget need to be considered, and someone should assume responsibility for overseeing, evaluating and reviewing the implementation of any measures that are subsequently identified in the access planning process which needs to be well documented and transparent.

To help identify what in practice is likely to be 'reasonable'. the Code of Practice: *Services, Public Functions and Associations* (2011) produced by the Equality and Human Rights Commission states:

"What is a reasonable step for a particular service provider to have to take depends on all the circumstances of the case. It will vary according to:

- *the type of service being provided*
- *the nature of the service provider and its size and resources*
- *the effect of the disability on the individual disabled person"*

It is important that organisations and professionals do not undertake works involving access improvements without a good understanding of the needs of people with disabilities and the options available to meet those needs.

The Access Planning Process

Preparing an Access Plan, and working through the issues it raises is fundamental to the process of determining the need for changes to a historic building. The process should consider the options available (including the provision of the service by other means) the priorities for implementation and the likely impact of each proposal on the building's significance. In reconciling access and conservation, the access plan can seek to embody best practice in access design and building conservation.

The first step in planning access improvements is to undertake an 'Access Audit'. This will assess and document the barriers to access which exist within a building and its surroundings. The complementary part of the process

will be to review or prepare a 'Conservation Assessment' that will establish the relative significance of a building or site in terms of its special architectural, historic or archaeological interest. Local authority conservation staff can provide advice on compiling these, as can your English Heritage regional office.

An access plan:

- Should consider the requirements of wheelchair users and those with restricted mobility, sensory impairments, and learning difficulties
- Should take into account the needs of families with young children
- Needs to take account of intellectual access which is as important as physical access for some disabled people
- Should be central to any organisation's strategic commitment to improving access
- Needs to be reviewed regularly so that the current provisions can be kept up to date and take account of changes in regulations and in available solutions
- Proposals should be tested before they are incorporated into the access plan by focus groups made up of people with disabilities or drawn from a local access groups
- The plan can also inform any access statement required under *Approved Document Part M* of the Building Regulations.

English Heritage believes that dignified access should be provided wherever practicable and celebrated with high-quality design that is also sensitive to the special interest of historic buildings.

Local authorities who own or manage historic buildings are encouraged to adopt access plans that are consistent with the special architectural, historic or archaeological interest of the property or landscape concerned.

Accessing York's Heritage & Cultural Offer

York Minster

The majority of the Minster is accessible with ramps in places. However until 2016 the building is undergoing a period of transformation, so those requiring step free access are recommended to check beforehand for accessibility on the day of a proposed visit.

On Arrival:

- Designated Disabled car parking (Very limited space by Chapter House, phone ahead)
- Hard surfaced car park
- Level/ramped wheelchair access to entrance (Ramped access to West Door at present.)
- Level/ramped wheelchair access into venue (Level)
- Concessionary fee for wheelchair user (No charge for wheelchair user)
- Concessionary fee for carer (Carer's pay to enter Minster only as the Tower is not accessible)
- Easy access around ground floor/area of site
- Wheelchair access to gardens/grounds

Toilets:

- Wheelchair accessible toilet/toilets
- Grab rails in toilet
- Easy access to wash basin and hand dryer/towels
- Wheelchair turning space in accessible toilet
- Space for right transfer to toilet
- Room for carer/carers in accessible toilet

Cafe/Shop:

- Level/ramped access to shop
- Level/ramped access to cafe/tearoom (No cafe/tearoom)
- Wheelchair accessible picnic area (None seen)

Other:

Assistance dogs are welcome, and wheelchairs are available for loan/hire. In certain areas a hearing loop can be made available, given advance notice. The Minster also offers special access to exhibits for the visually impaired, and guided tours can be provided.

Fairfax House

Fairfax House covers two floors with access to the first floor being via a staircase. Due to the character of this Grade 1 listed building, disabled

access is limited and only possible with assistance at a ground floor level. Visitors are encouraged to telephone in advance of their visit with their requirements so that staff can endeavour to assist them.

There is a drop-off point for guests immediately outside the main entrance and a handrail for the steps up to the entrance.

Information can be made available in audio format, and there is an audible alarm system. There is also clear signage throughout the attraction e.g. colour contrast, large letters, pictograms.

Barley Hall

Barley Hall is a reconstructed medieval townhouse and leads to some restrictions for those visitors with mobility and access difficulties.

Although there is access to the ground floor, the Great Hall features a raised threshold at the doorway. The first floor, on which the Parlour, Gallery, and Chambers are located, is accessed via a staircase, which some guests may find a little steep. Unfortunately, there is no lift to the first floor.

There is a second fairly steep staircase down to the buttery, pantry and classroom, although the classroom can be accessed externally. It is advisable that small children are looked after when using the staircases.

Visitors are encouraged to telephone in advance of their visit to discuss their access requirements. Vehicles cannot park close to the Hall. The easiest access is from Swinegate / Grape Lane where you can park before 11am and after 4pm from Monday to Friday, before 10.30am and after 4.30pm on Saturday, and before 12pm and after 4pm on Sunday.

Barley Hall has one male and one female toilet. Unfortunately, the Hall does not offer separate toilets for disabled guests or permanent baby changing facilities at this time

Castle Museum

On Arrival:

- The venue does not have its own car park, but there is a car park for public use within approx 200m (Castle Car Park).
- The car park is located at the front of the venue.
- There is a ramp to access the main entrance.
- The reception desk is low height.

Inside Access - North Building:

- There is no level access to the building. There is a moderate ramp to the left within the entrance together with 9 clearly marked steps with a handrail

Inside Access - South Building:

- There is no level access to this building. There is a steep ramp to the right as you enter the building with a level landing at the top. There are also 15+ clearly marked steps with handrails on both sides.

The Museum exhibits cannot be audio described and there is no tactile signage or hearing assistance system. However, concessions and touch tours are available. There is also a wheelchair to borrow, which needs booking in advance

Toilets:

- There are accessible unisex toilets within both buildings but they are not for the sole use of disabled people. The toilets all have level access and there is pictorial signage on or near the entrances.
- The toilets in the south building have lateral transfer space with wall mounted grab rails on both sides.
- In the north building the transfer space is on the right and support rails are fitted.

Cafe/Shop:

Within the Restaurant Bar there is ample room for a wheelchair user to manoeuvre, and the menu is clearly written on the wall.

Yorkshire Museum

The Yorkshire Museum is housed in a building on the old St. Marys Abbey site within the museum gardens.

On Arrival:

- Level/ramped wheelchair access to entrance (Ramped)
- Level/ramped wheelchair access into venue (Level)
- Concessionary fee for carer (Carer get's in free (but be sure to ask))
- Easy access around ground floor/area of site
- Wheelchair access to gardens/grounds (Botanical Gardens separate area to visit)
- Wheelchair access to other floors
- lift controls at accessible height

Toilets:

- Wheelchair accessible toilet/toilets

- Grab rails in toilet
- Easy access to wash basin
- easy access to hand dryer/towels
- Wheelchair turning space in accessible toilet
- Space for left transfer to toilet
- Room for carer/carers in accessible toilet

Cafe/Shop:

- Level/ramped access to shop
- Level/ramped access to cafe/tearoom (Tea/coffee machine available in shop)
- Accessible counter/cutlery if self service
- Sufficient wheelchair access to tables

Other:

Assistance dogs are welcome, and wheelchairs are available for loan/hire. A hearing loop is available in the theatre, and the Museum offers special access to exhibits for the visually impaired, and wheelchair access to interactive exhibits.

Art Gallery

The gallery is currently closed for major redevelopment and will reopen in 2015 with 60% more gallery space, a new Centre for British Studio Ceramics and improved access arrangements. Prior to the ongoing renovation work, the Art Gallery had a stair lift to the upper gallery and an accessible toilet.

National Railway Museum

The National Railway Museum in York is a large site which is mainly on one level. In the few areas where it is not, facilities have been put in place to enable all visitors, whatever their ability, to access the huge variety of interesting exhibits and memorabilia stretching back 300 years.

The Great Hall and other exhibition rooms have many huge and ancient Railway engines in, some of which have been ramped to provide access up to the cab. There is also a small road train that runs every half an hour from the Museum into York Centre which is fully accessible at the rear.

On Arrival:

- Designated Disabled car parking (hard surfaced car park)
- Concessionary fee for wheelchair user (Free entrance to all)
- Level wheelchair access to entrance into venue
- Wheelchair access to gardens/grounds

- Wheelchair access to other floors via lift with controls at accessible height

Toilets:

- Wheelchair accessible toilet/toilets
- Grab rails in toilet and easy access to wash basin and hand dryer/towels
- Wheelchair turning space in accessible toilet
- Space for left transfer to toilet (near entrance)
- Space for right transfer to toilet (upstairs in 'works')
- Room for carer/carers in accessible toilet

Cafe/Shop:

- Level/ramped access to shop and cafe/tearoom
- Accessible counter/cutlery for self service
- Sufficient wheelchair access to tables
- Wheelchair accessible picnic area

Other:

Assistance dogs are welcome. Wheelchairs are available for loan/hire, and wheelchairs have access to the land train via the rear carriage. There is also special access to exhibits for the visually impaired.

York Dungeon

The York Dungeon welcomes guests with disabilities, together with their helpers and carers. The majority of the facilities are designed to be fully accessible to disabled guests. However it is situated in a Grade 2 Listed building leading to some restrictions for guests with mobility scooters.

Navigating around the Dungeon is mainly via level pathways. However due to the nature of the attraction some floor surfaces are uneven. Access is also gained via low gradient slopes and specialised stair lifts (restrictions apply) to the various levels of the attraction. The York Dungeon tour lasts approximately 70 minutes, of which most you are required to stand.

For safety reasons they can only accommodate one manual wheelchair user at a time, so wheelchair users are advised to book in advance to prevent any delays in starting the tour. In case of an evacuation, there are two flights of stairs both with stair lifts (Max weight 120kg/ 18.8 stone) and guests must be able to transfer from wheelchair to stair lift unaided by Dungeon staff.

The York Dungeon is not considered suitable for those suffering from claustrophobia.

The York Dungeon experience is largely delivered by actors and voiceover audio, often in low light levels. Therefore guests with low vision or visual impairment and/or hearing difficulties may struggle to experience the attraction fully, and may have difficulty navigating around the facility. However a helper or carer is welcome to accompany a disabled visitor to assist, without charge.

Only one carer can receive free entry per disabled guest, and York Dungeon also requires documentary proof of disability i.e. blue/orange badge, DLA letter or doctor or physician letter. Disabled guests are encouraged to prebook online or via the contact centre to avoid general admission queue lines and to book a time slot allocation.

Where appropriate, York Dungeon's website also provides access information relevant to specific sections of the tour e.g. the Dick Turpin Drop Benches - The drop benches are to give the illusion of hanging and give a sudden movement; wheelchair users must be able to transfer un-aided into and out of the ride seats. The benches are not suitable for visitors with:

- Heart complaints or pacemakers
- Back or neck complaints
- Broken limbs or have had recent surgery
- Pregnant guests
- Have a condition that may result in injury or complication from quick movement

On Arrival:

Unfortunately the Dungeon does not have any designated parking. The nearest car parks to the York Dungeon are Castle and Piccadilly which both have disabled parking bays.

Toilets:

The York Dungeon has fully accessible toilets. Toilets are located after the third show inside the Dungeon i.e. after leaving Guy Fawkes, down the stairs before entering Ghosts. A disabled toilet is situated by the Lost Roman Legion Labyrinth.

Other:

Assistance dogs are welcome in the York Dungeon; however, due to health and safety regulations they are not permitted to ride on any rides with the guest. A member of the party must be with the dog at all times, and there are loud noises, mist effects and smells (good and nasty) that may be ?

Jorvik Viking Centre

A tour of the main exhibition lasts approximately 14 minutes and takes you around a 'realistic' Viking village with all the smells and sights. Visitors travel round the main exhibition in a pod. Each pod has a hearing loop to listen to the commentary. A large print transcription of the ride commentary is available, as is a Braille guide for the Artefacts Alive gallery. Guide dogs are welcome in the centre, although the ride may make some dogs nervous.

Wheelchair users are advised to book in advance, as each pod can only accommodate one wheelchair at a time. A wheelchair is placed on a movable platform at the front of the pod, and headphones are provided for the wheelchair user to listen to the commentary. On arrival, a wheelchair user may also be asked a number of questions to ensure their maximum participation in the tour.

Once the tour is finished, wheelchair users can continue into the rest of the centre, where there are many other exhibits to see. However if they want to go into the shop, which all other visitors exit through, they need to exit the building and then re-enter through the main door on the street.

Some of the exhibits are in the basement which can be accessed via a lift - the area is quite dim although the floor is lit up underneath and this may disorientate some people. It is suggested that visitors who suffer from claustrophobia, speak to a member of staff about visiting downstairs, prior to paying.

On Arrival:

- Designated Disabled car parking in nearby Piccadilly Car Park (hard surfaced car park)
- Concessionary fee for wheelchair users, but pre-booking is necessary
- Level wheelchair access to entrance and easy access around the area of the site
- lift with controls at accessible height

Toilets:

- Wheelchair accessible toilet/toilets
- Grab rails and easy access to wash basin and hand dryer/towels
- Wheelchair turning space in accessible toilet
- Space for left transfer to toilet
- Room for carer/carers in accessible toilet

Cafe/Shop:

- Level/ramped access to shop (Ramped access)

Other:

Assistance dogs are welcome although some aspects of the ride may make them nervous. Wheelchairs are available for loan/hire, and the Centre offers special access to exhibits for the visually impaired.

Ghost Walk Tours

These are offered via a few companies and many offer tours that are accessible for wheelchair users, some for a small concession fee.

York Wheel

The Wheel is wheelchair accessible as long as patrons are accompanied by a travelling companion or a member of staff.

York River Boat Trips

Wheelchair users should be sure to book on 'The River Duchess', one of the many boats in the fleet owned by York Boat, as it is the only one with a disabled access toilet on board. The boat is wide and fully accessible with tables and chairs down the length of its inside bar area. For those who are able, there is seating outside up on top, but for those unable to make it up there, there is a small seating area to the front of the boat which provides outside space for a wheelchair user to enjoy the good weather.

Inside by the bar area is a toilet which has left hand transfer, through a bi-fold door, and although the space is on the tight side, with a little manoeuvring, access is possible.

On Arrival:

- Designated Disabled car parking in nearby public Car Parks at St George's Field & Castle (both hard surfaced car parks)
- Ramped access at King's Staith Landing
- Concessionary fee for wheelchair users and Carers
- Pre-booking is necessary for wheelchair users to ensure 'River Duchess' is available on the day of your choice
- Easy access around ground floor of boat

Toilets:

- Wheelchair accessible toilet/toilets
- Grab rails in toilet and easy access to wash basin and hand dryer/towels

- Room for carer/carers in accessible toilet
- Measures to improve the space to side transfer are scheduled

Cafe/Shop:

- Level access to bar serving drinks & snacks
- Accessible counter and sufficient wheelchair access to tables

Other:

Assistance dogs are welcome.

City Screen York

The cinema suggests that advance booking is a good idea to enable staff to be ready to provide assistance if required. All areas of the building are accessible to customers with limited mobility, including wheelchair users. Wheelchair spaces or seats in any particular part of the auditorium can be reserved and accompanying carers are eligible for a free ticket.

The Box Office and bar all have adapted counters and accessible levels for transactions, and in the event of a fire, wheelchair users and other mobility-impaired patrons will be evacuated by trained staff using evacuation chairs placed at, or near, the top (or bottom if in the basement) of staircases.

For visually impaired customers, guide dogs are welcome, and an aisle seat can be reserved. Alternatively a guide dog can be cared for by a member of staff for the duration of the performance. Large print menus and film schedules are also available on request. All stair rails have embossed tactile aids underneath which indicate the number of steps approaching each level. Three bumps mean that you are on the third step from the landing, two that you are on the second step etc.

For customers with impaired hearing there are induction loop facilities at the Box Office and infrared facilities in all three screens. The Box Office can provide receiving equipment to use the infrared system. Customers are asked for a credit card or a £5.00 deposit for the equipment, which is fully refunded on its return at the end of the screening. Certain performances carry subtitles and these are clearly indicated on the weekly listings flyer and in the free weekly email newsletter.

There is a lift to the right as you enter the main foyer, which serves all floors and the basement areas. The lift is fitted with a voice commentary and tactile aids and it has a telephone to contact a member of staff in an emergency.

On Arrival:

- Setting down is best done by drawing alongside the cinema in Coney Street. This can be done Monday to Friday before 11.00am and after 4.00pm; Saturday before 10.30am – and after 4.30pm; and Sunday before 12.00noon and after 4.00pm.
- There are also parking spaces in St Helen's Square, Parliament Square and Davygate for orange-badge holders.

Toilets:

- The main customer toilets are in the basement, which include a separate fully accessible toilet.
- There is an additional toilet for people with disabilities on the top floor next to the entrance to the lift.
- An emergency call-point is provided in the disabled toilets should assistance be required.

Reel Cinema

The REEL Cinema website contains no information on the disabled access and facilities at each Reel Cinema. Instead it suggests that cinema goers contact their local REEL Cinema for details.

National Centre for Early Music

The National Centre for Early Music is completely flat-floored throughout making it an accessible building for wheelchair users with or without an accompanied helper. The National Centre for Early Music has a state-of-the-art induction hearing loop to ensure good quality of sound.

There are two designated disabled car parking spaces in the adjacent car park, an entrance ramp and disabled toilet facilities. The Centre also has a copy of a Braille map of York City Centre, produced by the Royal Institute for the Blind, which visitors are welcome to consult.

Their website is also made more accessible as it offers viewers the option to increase the size of the text, translate the site into other languages, and to have the site read aloud.

The Barbican

York Barbican's runs an Access Scheme which entitles patrons with disabilities to concessionary ticket prices. Where patrons with disabilities

need a carer to assist and attend an event, the combined cost is equivalent to the full cost of one ticket. Patrons with disabilities are also asked to provide their access requirements so that where possible, they can be seated appropriately.

York Barbican has step-free access into the auditorium, meeting rooms, restaurants and bars, and the first floor is accessible via a lift. Wheelchair spaces are located on Balcony Level in the 'slips' and in Stalls on either row A or row AA, whichever is the front row. Level access seating is located on Balcony row A and Stalls rows A, AA and BB (where rows AA and BB are present). Each row B and above on both Stalls and Balcony involves 2 shallow steps.

Priority Accessible Seats are available to book for those who require level access. These seats also have extra leg room and are suitable for those with assistance dogs or who normally require an aisle seat.

The Barbican offers a wheelchair loan service (subject to availability) to help patrons to and from their Priority Access seats, and can be requested when booking tickets. However this does not include staff assistance and anyone borrowing a wheelchair must be able to use it independently or have the assistance of a carer or companion.

There is a hearing enhancement system in the auditorium and the monthly diary is available in alternative formats (large print and audio). Hearing and assistance dogs are welcome throughout the building and auditorium, and dog mats are available on request. Aisle seats can also be requested.

On Arrival:

- Disabled parking spaces are available at nearby Q-Park Kent Street. A parking voucher for the car park can be bought in advance for the reduced York Barbican rate of £5.00, valid from 3.00pm on the day of the concert until 9.00am the following morning. There are 4 disabled parking bays for Blue Badge holders in Q-Park Kent Street which are available on a first come, first served basis on the day.
- The main entrance/Box Office entrance of York Barbican has level access from the piazza on Paragon Street. The ground floor foyer spaces are all level access. There is a lift to the upper level (Balcony) and the lift has voice announcements and raised lettering on the control panel.

Toilets:

- An accessible toilet is available on both floors of the Barbican

Cafe/Shop:

- All bars and the Box Office have low level counter positions.

Grand Opera House

York Grand Opera House is a member of the Ambassador Theatre Group (ATG). Each of their 39 theatres has an Access Champion who is dedicated to ensuring that theatre goers with disabilities have a successful and enjoyable visit to the theatre.

They have developed Visual Stories for patrons on the autistic spectrum to improve their visit to the theatre. These Visual Stories are intended to help prepare any new visitors for the experience of visiting a theatre and to familiarise them with their surroundings.

Detailed information about each theatre's wheelchair spaces, accessible toilets, lift services and general accessibility is provided via each theatre's website in the 'Access' section.

Theatre goers are asked to explain their particular access requirements when booking tickets via the dedicated Access booking line and to specify if they are able to transfer or need a wheelchair space.

Patrons are recommended to arrive 30 minutes before a performance starts and to notify a member of staff if assistance is required. They recognise that many patrons are more comfortable transferring from their wheelchair to a theatre seat to watch a performance. They therefore ask that patrons let them know the type of chair that they will be transferring from to ensure the theatre is able to store it during the performance.

Each theatre also offers an 'At Seat Service' for any patrons with Access requirements. Front of House staff will take orders for drinks, ice cream, merchandise or kiosk items to be brought to the patron's seat, both before the performance and during the interval, and this free service can be requested on arrival.

Guide dogs are welcome in all ATG theatres and can be catered for. Patrons are asked to inform a member of staff about their dog at the time of booking to ensure that they are booked into the most appropriate and spacious seat.

Audio Described Performances – This is where a verbal commentary is given through infra-red headsets to assist patrons who are visually impaired. Headsets are collected on arrival at the theatre from a member of staff in the foyer. They explain how the headset works and set it to the correct channel.

A trained Audio Describer sits in a box at the back of the auditorium with a view of the stage and conducts the description live. An introduction is given prior to the show. During silent intervals in the show (e.g. when there is a scene change and no dialogue), verbal commentary describes the setting, costumes, characters, facial expressions, body language and action. The description does not interfere with the performance but fills in the gaps.

Captioned Performances -These are similar to television subtitles and give patrons who are deaf, deafened, or hard of hearing access to live performance. Captions can also be useful for those whose first language is not English. The actors' words appear on display units at the same time as they are spoken or sung. These display units are placed in the set, next to the stage, or in the auditorium, and display speakers' names, sound effects and off-stage noises.

Most ATG theatres also have Sennheiser infra-red sound amplification systems installed, and offer two types of Hearing Enhancement Aids to support this system:

- Induction Loop Necklace – these are suitable for patrons already wearing a Hearing Enhancement Aid. Sound is amplified by putting the necklace around your neck, and switching hearing aids to the 'T' setting.
- Headsets – these amplify sound through earpieces similar to regular headphones. This is suitable for patrons without a Hearing Aid. Personal headphones can be worn if preferred.

Necklaces and headsets are collected from the theatre's cloakroom, which are normally situated in the theatre's main foyer. Theatre staff may request some form of deposit or identification when audio equipment is collected and this is returned on return of the equipment.

BSL interpreted / Signed performances – these are signed performances for the benefit of patrons who use sign language. Trained British Signed Language (BSL) signers usually stand to one side of the stage and interpret the script used by the performers at the same time as it is being performed.

Not all shows have Audio Described / Captioned / Signed performances - those that have are identified within brochures and online. The Access team is also aware when these performances are scheduled and are able to assist with booking requests, via the dedicated Access booking line, by email to the theatre's Access Champion, or in person at the Box Office. They can also advise on the best seats to book to ensure the best sight lines.

Each theatre's Access Champion can also provide additional resources, which might range from a synopsis of the show in CD format, a large print or Braille cast list, to an audio programme. Dependent on availability, these can be sent to patrons prior to the performance.

Upcoming Assisted Performances at York Grand Opera House:

- Captioned - Mon 22 Dec 2014 6:30pm Cinderella
- Audio-Described - Sat 20 Sep 2014 2:30pm York Stage Musicals present Sister Act
- Relaxed Performance - Mon 29 Dec 2014 2:00pm Cinderella

ATG also offer Touch Tours and Orientation Visits at all of their theatres. Touch Tours give patrons who are visually impaired the opportunity to go up on stage and touch parts of the set and any major pieces of scenery, props and costumes. This is to help audience members to immerse themselves in the imaginary world presented on stage. Not all shows have Touch Tours. But each theatre's Access Champion can advise on those that have and take Touch Tour bookings.

An orientation visit enable patrons to have a tour of the theatre prior to their visit, ask any questions, and learn a bit more about what they can expect from the theatre environment. They cover a typical patron's 'journey' from booking and collecting tickets to visiting the auditorium, the bars, chill out areas and accessible toilets. They are especially beneficial for patrons who use a wheelchair, for groups with additional requirements, for patrons on the autistic spectrum, or for those who are going to attend a Relaxed or assisted performance. They are usually organised on an ad hoc basis and can be arranged for individuals or groups depending on their needs. The majority of Orientation Visits will be arranged between 10am and 6pm on weekdays. It is possible to arrange visits at alternative times but if it's prior to a performance it means other audience members would be in the theatre at the time.

Theatre Royal

The Theatre Royal considers providing 'Access for All' an essential part of what they do and their mission as a theatre. They welcome all theatre-goers and provide an extensive range of services, and concessions for patrons with disabilities.

There are 6 wheelchair spaces in the stalls in the Main House and 4 in The Studio. There is no wheelchair access to other levels but there is an

accessible toilet. There is also a wheelchair lift to The Studio and Café Bar, and there is wheelchair access and a wheelchair lift in the De Grey Rooms.

The Main House has a radio-based hearing aid system , and The Studio is fitted with an infra-red hearing aid system. Patrons are asked to inform the Box Office if they require these service when booking tickets.

Audio Description, Signed and Captioned Performances

Audio described, captioned and sign interpreted performances are available for most performances in the Main House with pre-show Touch Tours also available. These can all be booked in advance through the Box Office and they recommend that tickets for Audio Described performances are booked at least 24 hours in advance.

In addition, audio described and large print brochures are available, and guide dogs are welcome - the Theatre provides a 'dog sitting service' and water bowls.

Upcoming Assisted Performances at the Theatre Royal:

- Audio Described - Sat 7 Jun, 2:30pm & 7:30pm - Morecambe
- Audio Described - Sat 12 Jul, 2:30pm & 7:30pm - A Taste of Honey
- Audio Described - Thu 21 Aug, 2:30pm & 7:00pm & Sat 23 Aug, 2:30pm & 7:00pm - The Wind In The Willows
- Signed Performance - Sat 30 Aug, 2:30pm - The Wind In the Willows
- Captioned - Sat 23 Aug, 2.30pm - The Wind In the Willows

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Our Promise To Visitors

The National Code of Practice for Visitor Attractions

For the purpose of the charter a visitor attraction is defined as:

“A permanently established excursion destination, a primary purpose of which is to allow public access for entertainment, interest or education and can include places of worship; rather than being primarily a retail outlet or a venue for sporting, theatrical, or film performances. It must be open to the public, for published periods of the year, and should be capable of attracting day visitors or tourists, as well as local residents.”

www.visitengland.org

The owner and management undertake:

1. To provide in promotional materials, an accurate description of the amenities, facilities and services of the Attraction.
2. To indicate on all such promotional materials any requirements for pre-booking, and any significant restrictions on entry.
3. To welcome all visitors courteously and without discrimination in relation to gender, sexual orientation, disability, race, religion or belief. To respect the requirements of the Equality Act 2010 by making 'reasonable' adjustments to improve service for disabled people and make available an Access Statement describing the accessibility aspects of a visit to the Attraction.
4. To describe accurately and display clearly:
 - a) Any charges for entry including service charges and taxes where applicable and any additional charges for individual attractions or special exhibitions
 - b) Dates and hours of operation, both opening and closing.
5. To provide in promotional materials for visitor enquiries; a postal address, an e-mail address, a telephone number and a website address from which the detailed information specified in 1, 2, 3 and 4 can be obtained.
6. To hold a current public liability insurance policy or comparable Government indemnity, and to comply with all applicable planning, health, safety, fire and other statutory requirements and regulations.
7. To provide signage and orientation information as appropriate to the Attraction, to assist visitors in understanding and enjoying the Attraction.
8. To consider the needs of visitors for whom English is not their first language and as appropriate to the Attraction, to make arrangements that enable them to be adequately informed to enjoy their visit.
9. To manage the Attraction in such a way as to ensure visitor safety, comfort and service, by sustaining a high standard of maintenance, customer care, courtesy and cleanliness.
10. To ensure that all staff who meet visitors can provide information and guidance about the Attraction, and are readily distinguishable as staff, whether employees or volunteers.

11. To have regard to the need to manage and operate the Attraction in a sustainable way.
12. To provide, as appropriate to the nature, scale and location of the Attraction; coach, car, motor-cycle and bicycle parking, adequate toilets, and catering facilities. If any of these requirements cannot be made available on site, to provide information at appropriate points on where they can be found locally.
13. To deal promptly and courteously with all enquiries, requests, reservations, correspondence and comments from visitors and try to resolve any complaints on site at the time of the visit.
14. To provide a facility on site for comments to be recorded and to advise clearly the name and contact details (address, telephone and e-mail) of the person to whom comments by visitors should be addressed.
15. To display prominently the National Code of Practice Certificate.

Further explanation of the points of the National Code of Practice can be found on the VisitEngland website under Business Development.

All visitor attractions are encouraged to fully utilise the VAQAS business support tool. The Visitor Attraction Quality Assurance Scheme is managed by VisitEngland and provides an annual visit by an independent assessor followed by a detailed report. Information on how to join the VAQAS scheme can be found on the VisitEngland website under Business Development.

Current participants of VAQAS need not apply for the National Code of Practice as VAQAS provides automatic sign up to the Code.

Withdrawal of Registered Status & Appeals Procedure

Where VisitEngland has reason to believe that a Registered Visitor Attraction may not be conforming to the requirements of the National Code of Practice, it will notify the proprietor, in writing, of the reason. A copy of the letter will also be sent to the appropriate tourism authority and industry sector association (where applicable).

If no satisfactory answer is received from the proprietor within 14 days, VisitEngland may, at its own discretion, elect to remove the Registered status of the attraction. In such cases, VisitEngland will notify the proprietor of its intention (again copying the tourism authority and industry sector association). The proprietor will have the right to appeal against the decision, provided the appeal is submitted to VisitEngland, in writing, within 14 days of receipt of such notification.

Consideration of an appeal will be subject to the payment of an Appeal Fee of £150, payable to VisitEngland. The purpose of the Appeal Fee is to defray the costs that might be incurred in visiting the attraction. The fee will be refunded in the event of the appeal being upheld.

Where an appeal is made, an Appeals Panel will be formed consisting of:

- A VisitEngland representative
- A representative of the relevant tourism authority
- Two representatives of visitor attractions within the same region, one of whom may be replaced by a representative of the relevant industry sector association.

The Appeals Panel will meet as soon as is practicable, but in any event, no longer than 28 days after the submission of the appeal.

The Apellant, or his/her representative will be invited to a meeting of the Panel.

After hearing the evidence, the Panel may, at its discretion, decide to visit the attraction before arriving at its decision. In such cases, the proprietor or his/her representative, will be invited to accompany the visit.

The recommendation of the Appeals Panel will be notified to VisitEngland and the Apellant in writing. VisitEngland's decision, based on the recommendation of the Appeals Panel, will be final.

During the period of the appeal, the attraction's eligibility to participate in national and local tourist board promotions will not be suspended.

Where the Registered status of an attraction has been withdrawn, it may re-apply to VisitEngland to be Registered again after one year. Applicants seeking to be re-Registered will be required to pay a fee of £150. Registered status will not be restored until the attraction has been inspected by VisitEngland and has been found to conform to the requirements of the National Code of Practice¹.

List of York Venues Currently on DisabledGo's Website

Venue Name	Detailed Access	Classifications
Hunter Gee Holroyd	0	Accountants
Ghost Hunt	0	Activities Activities and Sports
York Boat	1	Activities Activities and Sports Places of Interest Places of Interest
York Motor Sports Village	1	Activities Activities and Sports Racecourses and Tracks
David Lloyd	1	Activities Activities and Sports Sport & Leisure Centres Sport & Leisure Centres
Yearsley Swimming Pool	1	Activities Activities and Sports Swimming Pools
New Earswick Indoor Bowling Club	1	Activities Bowling Centres Conference Centres, Rooms & Halls Conference Centres,
Web Adventure Park	1	Activities Cafes Cafes Cafes Cafes Cafes Activities and Sports Cafes Places of
Wired High Ropes and little bugs day nursery	1	Activities Cafes Cafes Cafes Cafes Cafes Activities and Sports Cafes Places of
Yorkshire Museum of Farming	1	Activities Cafes Cafes Cafes Cafes Cafes Conference Centres, Rooms & Halls
Energise	1	Activities Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls
DIG	1	Activities Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls
Yorkshire Museum & Gardens	1	Activities Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls
Chinese Medical Centre	0	Acupuncture Practitioners Herbalists
Nobles Amusements	0	Amusement Arcades
Bishopgate Antiques	0	Antique Dealers
French House	0	Antique Dealers Collectors Items & Curios
Nicholas Associates	0	Architects
Art Shop	0	Art & Craft Shops
Braithwaite Gallery	0	Art & Craft Shops
Castle Galleries	0	Art & Craft Shops
Coppergate Gallery	0	Art & Craft Shops
Craftsmen In Wood	0	Art & Craft Shops
Dilemma Artworks	0	Art & Craft Shops
Image	0	Art & Craft Shops
Steve Richards Watercolours	0	Art & Craft Shops
York Fine Arts	0	Art & Craft Shops
Prices Candlemakers	0	Art & Craft Shops Gift Shops
York Art & Framing	0	Art & Craft Shops Picture Framers & Frame Makers
York Auction Centre	1	Auctioneers and Valuers
Boots	0	Baby Goods Clothes Shop Children Cosmetics and Toiletries Chain Stores
Mothercare World	0	Baby Goods Clothes Shops Uniform Clothes Shop Ladies Chain Stores Hat &

List of York Venues Currently on DisabledGo's Website

Kingston Pharmacy	0	Baby Goods Cosmetics and Toiletries Gift Shops Pharmacies Pharmacies
Clifton Bakery	0	Bakers
Fields Fayre	0	Bakers
Thomas The Baker	0	Bakers
Thomas The Baker	0	Bakers
Thomas The Baker	0	Bakers
Via Vecchia	0	Bakers
Doorsteps by the Green	0	Bakers Confectionary retailers
Greggs	0	Bakers Sandwich Shops
Cornish Pasty Bakery	0	Bakers Take Away Food
Thomas The Baker	0	Bakers Take Away Food
Alliance & Leicester	0	Banks & Building Societies
Barclays	0	Banks & Building Societies
Barclays	0	Banks & Building Societies
Barclays	0	Banks & Building Societies
Cheltenham & Gloucester	0	Banks & Building Societies
Cooperative Bank	0	Banks & Building Societies
Halifax	0	Banks & Building Societies
HSBC	0	Banks & Building Societies
HSBC	0	Banks & Building Societies
Leeds & Holbeck	0	Banks & Building Societies
Lloyds TSB	0	Banks & Building Societies
Lloyds TSB	0	Banks & Building Societies
Lloyds TSB	0	Banks & Building Societies
Nationwide Building Society	0	Banks & Building Societies
NatWest	0	Banks & Building Societies
NatWest	0	Banks & Building Societies
NatWest	0	Banks & Building Societies
Newcastle Building Society	0	Banks & Building Societies
Santander	0	Banks & Building Societies
Skipton Building Society	0	Banks & Building Societies
Yorkshire Bank	0	Banks & Building Societies
Bradford & Bingley	0	Banks & Building Societies Financial Advisor Mortgage Brokers
Deborah Lunness Clinic	0	Beauty Salons & Consultants

List of York Venues Currently on DisabledGo's Website

S.O.T.A Body & Beauty	0	Beauty Salons & Consultants Ladies Hairdressers
Lawton Henry of York	0	Beauty Salons & Consultants Nailcare
Nail Bar One	0	Beauty Salons & Consultants Nailcare
Bedstead Company	0	Bed Retailers
Divan Centre	0	Bed Retailers
Futon Company	0	Bed Retailers Furniture Retailers
Hambleton Furniture	0	Bed Retailers Furniture Retailers
Clifton Bingo Hall	1	Bingo Clubs
Mecca Bingo	1	Bingo Clubs
Done	0	Bookmakers
Ladbrokes	0	Bookmakers
Tote Sport	0	Bookmakers
William Hill	0	Bookmakers
Barbican Bookshop	0	Books & Comics
Bookends	0	Books & Comics
Booksellers	0	Books & Comics
Chapter House Bookshop	0	Books & Comics
Christian Science Reading Room	0	Books & Comics
Fossgate Books	0	Books & Comics
Little Apple Bookshop	0	Books & Comics
Waterstones	0	Books & Comics
Matalan	0	Books & Comics Clothes Shops Uniform Clothes Shop Children Clothes Shop
Oxfam Books	0	Books & Comics Greeting Cards Charity Shops
WH Smith	0	Books & Comics Stationers Confectionary retailers Gift Shops
WH Smith	0	Books & Comics Stationers Greeting Cards Computer Games Chain Stores Vinyls,
Tenpin	1	Bowling Centres
Bridal Rogue Gallery	0	Bridal Wear
Marks & Spencer	1	Bureau de Change Clothes Shop Menswear Clothes Shop Ladies Cosmetics and
Walmgate Bar Post Office	0	Bureau de Change Convenience Stores (Food and Drink) Convenience Stores (General
Post Office Acomb	0	Bureau de Change Post Offices
Wheldrake Post Office	0	Bureau de Change Post Offices
York Post Office	1	Bureau de Change Post Offices
D.W. Wilson	0	Butchers
Haxby Butchers	0	Butchers

List of York Venues Currently on DisabledGo's Website

Stephen Bailey	0	Butchers
Dusk	1	Cafe Bars
Kafeneion	1	Cafe Bars
Caffe Nero	1	Cafes
Costa Coffee	1	Cafes
Belle's Bouffe	1	Cafes Cafe Bars
Caffe Nero	0	Cafes Cafes Cafes Cafes Cafes Cafes Cafes
Caffe Nero	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes
Costa Coffee	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes
Jorvik Cafe	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes
National Trust Tea Rooms	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes
Pret A Manger	0	Cafes Cafes Cafes Cafes Cafes Cafes Cafes
Starbucks	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes
Starbucks	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes
Starbucks Coffee	0	Cafes Cafes Cafes Cafes Cafes Cafes Cafes
Starbucks Coffee	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes
Dean's Garden Centre	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes Gardening Shops & Centres
Spurriergate Centre	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes Gift Shops
Balloon Tree	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes Greengrocers & Fruit Sellers
Farmers Cart	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes Greengrocers & Fruit Sellers
Rowntree Park Reading Cafe	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes Libraries Libraries Libraries
York Explore Library	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes Libraries Libraries Libraries
Roko Health Club	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes Sport & Leisure Centres Sport &
Sainsbury's	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes Supermarkets
Tesco Extra	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes Supermarkets
Coffee Republic	0	Cafes Cafes Cafes Cafes Cafes Cafes Cafes Take Away Food
Nescafe Refresh	0	Cafes Cafes Cafes Cafes Cafes Cafes Cafes Take Away Food
Scoop's	0	Cafes Cafes Cafes Cafes Cafes Cafes Cafes Take Away Food
Starbucks Coffee	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes Tea & Coffee Specialists
Costa Coffee	1	Cafes Cafes Cafes Cafes Cafes Cafes Cafes Tea & Coffee Specialists Take
The Gyrocopter Experience	1	Cafes Cafes Cafes Cafes Cafes Cafes Places of Interest Cafes Museums
Rowntree Park	1	Cafes Cafes Cafes Cafes Cafes Cafes Places of Interest Cafes Parks & Gardens
Marks & Spencer	1	Cafes Cafes Cafes Cafes Cafes Clothes Shop Children Clothes Shop Menswear
BHS	1	Cafes Cafes Cafes Cafes Cafes Clothes Shops Uniform Clothes Shop Children

List of York Venues Currently on DisabledGo's Website

Huntington Community Centre	1	Cafes Cafes Cafes Cafes Cafes Community Halls Conference Centres, Rooms &
St Oswald's Parish Church Hall	1	Cafes Cafes Cafes Cafes Cafes Community Halls Conference Centres, Rooms &
Express-O	0	Cafes Cafes Cafes Cafes Cafes Confectionary retailers Cafes Cafes Take Away
Bettys Cafe Tea Rooms	1	Cafes Cafes Cafes Cafes Cafes Conference Centres, Rooms & Halls Conference
Gateway Centre	1	Cafes Cafes Cafes Cafes Cafes Conference Centres, Rooms & Halls Conference
Cafe No. 8 Bistro	1	Cafes Cafes Cafes Cafes Cafes Restaurants Restaurants Restaurants
Spurriergate Centre	0	Cafes Cafes Cafes Cafes Cafes Restaurants Restaurants Restaurants
Cafe Concerto	1	Cafes Cafes Cafes Cafes Cafes Restaurants Restaurants Restaurants
Wackers Restaurant	1	Cafes Cafes Cafes Cafes Cafes Restaurants Restaurants Restaurants
El Piano	1	Cafes Cafes Cafes Cafes Cafes Restaurants Restaurants Restaurants
Millers Yard Centre for Living	1	Cafes Cafes Cafes Cafes Cafes Therapy Centres/Services Therapy
Fenwick	1	Cafes Department Stores
Willow House Caravan Park	1	Camp Sites, Caravan & Holiday Parks
Motorists Mecca	0	Car Electrics
Buckley for Florin	0	Carpet & Rug Retailers
Rugs of the World Ltd.	0	Carpet & Rug Retailers
York Carpet & Bed Centre	0	Carpet & Rug Retailers Bed Retailers Flooring Planners & Fitters
Rodgers of York	0	Carpet & Rug Retailers Bed Retailers Furniture Retailers Soft Furnishing Retailers
Carpet Right	0	Carpet & Rug Retailers Flooring Planners & Fitters
Pocklington Carpets	0	Carpet & Rug Retailers Flooring Planners & Fitters
Argos Extra	0	Catalogue Shops
York Cemetery	1	Cemeteries & Crematoria
York Crematorium	1	Cemeteries & Crematoria
York Council Voluntary Service	1	Charity and Voluntary Centres Creche Information Services Information Services
Age Concern York	0	Charity Shops
British Heart Foundation	0	Charity Shops
British Heart Foundation	0	Charity Shops
British Red Cross	0	Charity Shops
Cats Protection	0	Charity Shops
Help The Aged	0	Charity Shops
Help The Aged	0	Charity Shops
Oxfam	0	Charity Shops
P.D.S.A	0	Charity Shops
Saint Leonards Hospice Shop	0	Charity Shops

List of York Venues Currently on DisabledGo's Website

Salvation Army	0	Charity Shops
Shelter Shop	0	Charity Shops
Woodlands Respite Care Centre Charity Shop	0	Charity Shops
York Against Cancer	0	Charity Shops
Avenues Children's Centre	1	Children's Centres
Carr Children's Centre	1	Children's Centres
Clifton Children's Centre	1	Children's Centres
Haxby Road Children's Centre	1	Children's Centres
Hob Moor Children's Centre	1	Children's Centres
Knavesmire Children's Centre	1	Children's Centres
New Earswick Children's Centre	1	Children's Centres
St Lawrence's Children's Centre	1	Children's Centres
Westfield Children's Centre	1	Children's Centres
Chiropodist	0	Chiropodists
Heworth Chiropody Clinic	0	Chiropodists
Leah	0	Chiropractors
City Screen	1	Cinemas Cinemas Cinemas
Reel Cinema	1	Cinemas Cinemas Cinemas
Vue Cinema	1	Cinemas Cinemas Cinemas
Citizens Advice Bureau	1	Citizens Advice Bureau
Bell Farm Social Hall	1	Citizens Advice Bureau Community Halls
York Hire Wear	0	Clothes Hire Menswear
Ice Blue	0	Clothes Shop Children
Petit Bateau	0	Clothes Shop Children
Vecopri	0	Clothes Shop Children
Little Mill	0	Clothes Shop Children Clothes Shop Ladies
New Look	0	Clothes Shop Children Clothes Shop Ladies Lingerie Hat & Accessory Shops Luggage
New Look	0	Clothes Shop Children Clothes Shop Ladies Lingerie Shoe Shops
Linfoot Dancewear	0	Clothes Shop Children Clothes Shop Ladies Shoe Shops
Army & Navy Stores	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies
Burberry	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies
Edinburgh Woollen Mill	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies
Gap	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies
Jumper Company	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies

List of York Venues Currently on DisabledGo's Website

Peacocks	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies
Ted Baker	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies
Zara	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies
Next	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies Chain Stores
Sports Soccer	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies Chain Stores
Boyes	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies Confectionary
Zik Zak	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies Gift Shops
Monsoon Accessorize	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies Hat & Accessory
Gap	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies Hat & Accessory
BHS	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies Lingerie Hat &
River Island	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies Lingerie Hat &
Donnay	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies Shoe Shops
Sweat Shop	0	Clothes Shop Children Clothes Shop Menswear Clothes Shop Ladies Sports Goods
Autonomy	0	Clothes Shop Ladies
Bon Marche	0	Clothes Shop Ladies
C.M.D	0	Clothes Shop Ladies
Chilli Pepper	0	Clothes Shop Ladies
East	0	Clothes Shop Ladies
Elle	0	Clothes Shop Ladies
Fiorelli	0	Clothes Shop Ladies
French Connection	0	Clothes Shop Ladies
Jacques Vert	0	Clothes Shop Ladies
Jesire E'sensual	0	Clothes Shop Ladies
Klass	0	Clothes Shop Ladies
Long Tall Sally	0	Clothes Shop Ladies
Mergler	0	Clothes Shop Ladies
Mexx	0	Clothes Shop Ladies
Nitya	0	Clothes Shop Ladies
Oasis	0	Clothes Shop Ladies
Pilot	0	Clothes Shop Ladies
Roman Originals	0	Clothes Shop Ladies
Thimbelina of York Ltd.	0	Clothes Shop Ladies
Van Mildert	0	Clothes Shop Ladies
Wallis	0	Clothes Shop Ladies

List of York Venues Currently on DisabledGo's Website

Windsmoor Group	0	Clothes Shop Ladies
York Body Piercing Clinic	0	Clothes Shop Ladies Body Piercing & Tattoo Shops
Designer Room	0	Clothes Shop Ladies Cosmetics and Toiletries Luggage & Bag Shops
Laura Ashley	0	Clothes Shop Ladies Furniture Retailers Soft Furnishing Retailers
Oakley	0	Clothes Shop Ladies Hat & Accessory Shops
New Look	0	Clothes Shop Ladies Hat & Accessory Shops Shoe Shops
Evans	0	Clothes Shop Ladies Shoe Shops
Miss Selfridge	0	Clothes Shop Ladies Shoe Shops
Laura Ashley	0	Clothes Shop Ladies Soft Furnishing Retailers
Anderson Menswear	0	Clothes Shop Menswear
Austin Reed	0	Clothes Shop Menswear
Baron Jon	0	Clothes Shop Menswear
Ben Sherman	0	Clothes Shop Menswear
Clarskons The Shirt Shop	0	Clothes Shop Menswear
Greenwoods	0	Clothes Shop Menswear
Hackett	0	Clothes Shop Menswear
Haggar	0	Clothes Shop Menswear
Jon Barrie	0	Clothes Shop Menswear
Mannix Menswear	0	Clothes Shop Menswear
Moss	0	Clothes Shop Menswear
Petroleum	0	Clothes Shop Menswear
Pink	0	Clothes Shop Menswear
Pour Homme	0	Clothes Shop Menswear
Robert Smart Menswear	0	Clothes Shop Menswear
Smart Country	0	Clothes Shop Menswear
Suits You	0	Clothes Shop Menswear
Van Heusen	0	Clothes Shop Menswear
Wolsey	0	Clothes Shop Menswear
Amanda's	0	Clothes Shop Menswear Clothes Shop Ladies
Armani Collection	0	Clothes Shop Menswear Clothes Shop Ladies
Austin Reed	0	Clothes Shop Menswear Clothes Shop Ladies
Cotton Traders	0	Clothes Shop Menswear Clothes Shop Ladies
Fat Face	0	Clothes Shop Menswear Clothes Shop Ladies
Guess	0	Clothes Shop Menswear Clothes Shop Ladies

List of York Venues Currently on DisabledGo's Website

H & M	0	Clothes Shop Menswear Clothes Shop Ladies
H.K.A	0	Clothes Shop Menswear Clothes Shop Ladies
Hugo Boss	0	Clothes Shop Menswear Clothes Shop Ladies
Jaeger	0	Clothes Shop Menswear Clothes Shop Ladies
Joseph	0	Clothes Shop Menswear Clothes Shop Ladies
Lakeland	0	Clothes Shop Menswear Clothes Shop Ladies
Margaret Howell	0	Clothes Shop Menswear Clothes Shop Ladies
Mountain Warehouse	0	Clothes Shop Menswear Clothes Shop Ladies
Next	0	Clothes Shop Menswear Clothes Shop Ladies
Paul Smith	0	Clothes Shop Menswear Clothes Shop Ladies
Polo Ralph Lauren Factory Store	0	Clothes Shop Menswear Clothes Shop Ladies
Primo Designer Clothing	0	Clothes Shop Menswear Clothes Shop Ladies
River Island	0	Clothes Shop Menswear Clothes Shop Ladies
Sand	0	Clothes Shop Menswear Clothes Shop Ladies
Tog 24	0	Clothes Shop Menswear Clothes Shop Ladies
Tommy Hilfiger	0	Clothes Shop Menswear Clothes Shop Ladies
Viyella	0	Clothes Shop Menswear Clothes Shop Ladies
Fairer World	0	Clothes Shop Menswear Clothes Shop Ladies Art & Craft Shops Jewellers
Edinburgh Woollen Mill	0	Clothes Shop Menswear Clothes Shop Ladies Gift Shops
J D Sports	0	Clothes Shop Menswear Clothes Shop Ladies Hat & Accessory Shops Luggage & Bag
Top Shop	0	Clothes Shop Menswear Clothes Shop Ladies Hat & Accessory Shops Shoe Shops
Calvin Klein Underwear	0	Clothes Shop Menswear Clothes Shop Ladies Lingerie
Jockey	0	Clothes Shop Menswear Clothes Shop Ladies Lingerie
Timberland	0	Clothes Shop Menswear Clothes Shop Ladies Shoe Shops
Topman/Topshop	0	Clothes Shop Menswear Clothes Shop Ladies Shoe Shops
Adidas	0	Clothes Shop Menswear Clothes Shop Ladies Sports Goods
Burton Stone Community Centre	1	Clubs and Associations Community & Youth Groups Community Halls Conference
Cameo Engraving	0	Collectors Items & Curios
Collectables & Glasswear	0	Collectors Items & Curios Gift Shops
68 Youth and Community Centre	1	Community & Youth Groups Community Halls
Foxwood Community Centre	1	Community & Youth Groups Community Halls
Orchard Park Community Centre	1	Community & Youth Groups Community Halls
Haxby Memorial Hall	1	Community & Youth Groups Community Halls Conference Centres, Rooms & Halls
Strensall & Towthorpe Village Hall	1	Community & Youth Groups Community Halls Conference Centres, Rooms & Halls

List of York Venues Currently on DisabledGo's Website

Wigginton Recreation Hall	1	Community & Youth Groups Community Halls Conference Centres, Rooms & Halls
New Earswick Folk Hall	1	Community & Youth Groups Community Halls Daytime Centres
Askham Bryan Village Hall	1	Community Halls
Askham Richard Church Hall	1	Community Halls
Dunnington Reading Room	1	Community Halls
Elvington Village Hall	1	Community Halls
Heslington Village Meeting Room	1	Community Halls
Heworth Community Centre	1	Community Halls
Huntington Memorial Hall	1	Community Halls
Naburn Village Hall	1	Community Halls
Poppleton Community Centre	1	Community Halls
Rufforth Village Hall	1	Community Halls
Skelton Village Hall	1	Community Halls
Wheldrake Village Hall	1	Community Halls
Bishopthorpe Village Hall	1	Community Halls Conference Centres, Rooms & Halls Conference Centres, Rooms &
Clements Hall	1	Community Halls Conference Centres, Rooms & Halls Conference Centres, Rooms &
Holtby Village Hall	1	Community Halls Conference Centres, Rooms & Halls Conference Centres, Rooms &
Holy Trinity Church Hall	1	Community Halls Conference Centres, Rooms & Halls Conference Centres, Rooms &
Melbourne Centre	1	Community Halls Conference Centres, Rooms & Halls Conference Centres, Rooms &
Oaken Grove Community Centre	1	Community Halls Conference Centres, Rooms & Halls Conference Centres, Rooms &
Poppleton Road Memorial Hall	1	Community Halls Conference Centres, Rooms & Halls Conference Centres, Rooms &
Rufforth Community Hall	1	Community Halls Conference Centres, Rooms & Halls Conference Centres, Rooms &
Sanderson Court Community House	1	Community Halls Conference Centres, Rooms & Halls Conference Centres, Rooms &
Southlands Youth and Community Centre	1	Community Halls Conference Centres, Rooms & Halls Conference Centres, Rooms &
St Aelreds Community Centre	1	Community Halls Conference Centres, Rooms & Halls Conference Centres, Rooms &
Sampson Community Centre Over 60's	1	Community Halls Conference Centres, Rooms & Halls Conference Centres, Rooms &
Clifton Moor Church and Community Centre	1	Community Halls Places of Worship Places of Worship Places of Worship Places of
Professional Bodycare	0	Complementary Therapies
Bose	0	Computer retailers
Cartridge World	0	Computer retailers
Cadbury's Factory Shop	0	Confectionary retailers
Chocolate@26	0	Confectionary retailers
Darlington Newsagents	0	Confectionary retailers
Happy Shopper	0	Confectionary retailers

List of York Venues Currently on DisabledGo's Website

Hartley's Newsagency	0	Confectionary retailers
Imaginative Icing	0	Confectionary retailers
John Bull Confectioner	0	Confectionary retailers
Micklegate News	0	Confectionary retailers
Mount News	0	Confectionary retailers
Shipton Road Stores	0	Confectionary retailers
Sweet Treasures	0	Confectionary retailers
Thorntons	0	Confectionary retailers
Thorntons	0	Confectionary retailers
Late Shop	0	Confectionary retailers Convenience Stores (Food and Drink) Convenience Stores
Superdrug	0	Confectionary retailers Cosmetics and Toiletries
Budgens	0	Confectionary retailers Greengrocers & Fruit Sellers
Dillons	0	Confectionary retailers Newsagent Tobbaconists
Dunnington News	0	Confectionary retailers Newsagent Tobbaconists
Kiosk	0	Confectionary retailers Newsagent Tobbaconists
Maynews	0	Confectionary retailers Newsagent Tobbaconists
Walmgate News	0	Confectionary retailers Newsagent Tobbaconists
Rufforth Village Shop	0	Confectionary retailers Post Offices
Village	0	Confectionary retailers Post Offices
Heslington Post Office	0	Confectionary retailers Post Offices Tobbaconists
Acomb Parish Church Hall	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Conference
Hospitium	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Conference
Merchant Taylor Hall	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Conference
Regan Centre	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Conference
York Council Voluntary Service Conference Centre	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Conference
Friends Meeting House	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Conference
Heworth Methodist Church Hall	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Conference
Grand Opera House	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Conference
York Theatre Royal	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Conference
York St Mary's	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Conference
Barley Hall	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Conference
National Railway Museum	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Conference
Yorkshire Air Museum	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Conference
Bishopthorpe Palace	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Conference

List of York Venues Currently on DisabledGo's Website

St Williams College	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Conference
York Brewery	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Conference
York Maze	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Conference
Guildhall	1	Conference Centres, Rooms & Halls Conference Centres, Rooms & Halls Government &
Mansion House	1	Conference Centres, Rooms & Halls Places of Interest
Holy Redeemer Church	1	Conference Centres, Rooms & Halls Places of Worship
York Environment Centre	1	Conservation Areas & Nature Reserves
Costcutter	0	Convenience Stores (Food and Drink) Convenience Stores (General Retailers)
Costcutter	0	Convenience Stores (Food and Drink) Convenience Stores (General Retailers)
Costcutter	0	Convenience Stores (Food and Drink) Convenience Stores (General Retailers)
Costcutter	0	Convenience Stores (Food and Drink) Convenience Stores (General Retailers)
Elvington Village Store	0	Convenience Stores (Food and Drink) Convenience Stores (General Retailers)
Holgate Bridge News Food & Wine	0	Convenience Stores (Food and Drink) Convenience Stores (General Retailers)
Huntington Village Stores	0	Convenience Stores (Food and Drink) Convenience Stores (General Retailers)
Jacksons	0	Convenience Stores (Food and Drink) Convenience Stores (General Retailers)
Jacksons Of Sainsbury	0	Convenience Stores (Food and Drink) Convenience Stores (General Retailers)
One Stop	0	Convenience Stores (Food and Drink) Convenience Stores (General Retailers)
Shared Earth	0	Convenience Stores (Food and Drink) Convenience Stores (General Retailers)
Spar	0	Convenience Stores (Food and Drink) Convenience Stores (General Retailers)
Tesco	0	Convenience Stores (Food and Drink) Convenience Stores (General Retailers)
Tesco Express	0	Convenience Stores (Food and Drink) Convenience Stores (General Retailers)
Body Shop	0	Cosmetics and Toiletries
Body Shop	0	Cosmetics and Toiletries
Lush	0	Cosmetics and Toiletries
Molton Brown	0	Cosmetics and Toiletries
Savers	0	Cosmetics and Toiletries
Wilkinson	1	Cosmetics and Toiletries Chain Stores Household Stores Soft Furnishing Retailers
Boots	1	Cosmetics and Toiletries Chain Stores Opticians-Dispensing Opticians-Dispensing
Woods of Windsor	0	Cosmetics and Toiletries Gift Shops
Boots	0	Cosmetics and Toiletries Pharmacies Pharmacies Pharmacies Pharmacies
Boots	0	Cosmetics and Toiletries Pharmacies Pharmacies Pharmacies Pharmacies
Armed Forces Careers	0	Creche Information Services Information Services Information Services Information
Future Prospects	0	Creche Information Services Information Services Information Services Information
Training & Development Centre	1	Creche Information Services Information Services Information Services Information

List of York Venues Currently on DisabledGo's Website

Scott Wilson Railways	0	Credit & Finance Companies
Cycle Heaven	0	Cycle Shops
Fulford Cycles	0	Cycle Shops
Age Concern Day Clubs	1	Daytime Centres
Age Concern Day Clubs	1	Daytime Centres
Age Concern Day Clubs	1	Daytime Centres
Age Concern Day Clubs	1	Daytime Centres
Henshelwoods Delicatessen	0	Delicatessens
Mair's Delicatessen	0	Delicatessens
Rafi's Spice Box	0	Delicatessens
A.S Haystead	0	Dental Surgeons Dental Surgeons
Bayne & Fisher	0	Dental Surgeons Dental Surgeons
Poppleton Dental Practice	1	Dental Surgeons Dental Surgeons
Browns	1	Department Stores
Debenhams	1	Department Stores
Barnitts	0	Department Stores Gardening Shops & Centres
Poundstretcher	0	Discount Stores
B&Q	0	DIY Stores
Wickes	0	DIY Stores
Clementhorpe Health Centre	1	Doctors Surgeries Doctors Surgeries
East Parade Medical Practice	0	Doctors Surgeries Doctors Surgeries
Fulford Surgery	1	Doctors Surgeries Doctors Surgeries
Gale Farm Surgery	1	Doctors Surgeries Doctors Surgeries
Gillygate Surgery	0	Doctors Surgeries Doctors Surgeries
Haxby Group Practice Huntington Branch	0	Doctors Surgeries Doctors Surgeries
Heworth Surgery	1	Doctors Surgeries Doctors Surgeries
Old Forge	1	Doctors Surgeries Doctors Surgeries
Priory Medical Centre	1	Doctors Surgeries Doctors Surgeries
Ebor Hearing Healthcare	0	Doctors Surgeries Doctors Surgeries Hearing Aids
Johnsons	0	Dry Cleaners
Johnsons	0	Dry Cleaners
Johnsons Dry Cleaners	0	Dry Cleaners
Meadowcrofts	0	Dry Cleaners
Askham Bryan College	1	Education Education Education

List of York Venues Currently on DisabledGo's Website

Burnholme Community College	1	Education Education Education
English Language Centre	0	Education Education Education
University of York - Biology Bioscience Building	1	Education Education Education
University of York - Computer Science	0	Education Education Education
University of York - Computing Services	0	Education Education Education
University of York - Department of Music	1	Education Education Education
University of York - Derwent College	1	Education Education Education
University of York - Disability Services	0	Education Education Education
University of York - Environment Department	0	Education Education Education
University of York - Goodricke College	0	Education Education Education
University of York - Heslington Hall	0	Education Education Education
University of York - Hull York Medical School (HYMS)	0	Education Education Education
University of York - Langwith College	0	Education Education Education
University of York - Reception and Information Centre	1	Education Education Education
University of York - Seebohm Rowntree Building	0	Education Education Education
University of York - Student Administration Building	0	Education Education Education
University of York - Vanbrugh College	0	Education Education Education
York St. John University College	1	Education Education Education
National Centre for Early Music	1	Education Education Education Theatres & Concert Halls Theatres & Concert Halls
Blackwell & Denton	0	Electrical Appliance Retailers
Euronics Centre	0	Electrical Appliance Retailers
Remington	0	Electrical Appliance Retailers
York Heating	0	Electrical Appliance Retailers Fireplace Fitters Gas Appliance Retailers Plumbing and
Sound Organisation	0	Electrical Appliance Retailers Hi Fi Dealers
Currys	0	Electrical Appliance Retailers Hi Fi Dealers Electrical Supplies Retailers Gas Appliance
Herbert Todd and Sons	0	Electrical Appliance Retailers Hi Fi Dealers TV, Video, DVD & Radio Shops
Adecco	0	Employment Agencies
Ashton's Estate Agents	0	Estate Agents
Churchill's	0	Estate Agents
FPD Savills	0	Estate Agents
Hudson Moody	0	Estate Agents
Hunters	0	Estate Agents
Hunters	0	Estate Agents
Jackson - Stops and Staff	0	Estate Agents

List of York Venues Currently on DisabledGo's Website

Nigel Naish & Co.	0	Estate Agents
Quantum	0	Estate Agents
R M English	0	Estate Agents
Reeds Rains	0	Estate Agents
William H Brown	0	Estate Agents
William H Brown	0	Estate Agents
Your Move	0	Estate Agents
Northwood (York)	0	Estate Agents Letting Agents
Curtain Up Ltd	0	Fabric Retailers
Micheal Carter Design & Interiors	0	Fabric Retailers Soft Furnishing Retailers
Charles Wilkinson Financial Planning Ltd	0	Financial Advisor Insurance Companies
York FM	0	Financial Advisor Insurance Companies
Anglers Corner Ltd.	0	Fishing Tackle Shop
Busy Lizzie	0	Florists
Fiona Hogg Floral Designs	0	Florists
Secret Garden	0	Florists
Wards the Florist	0	Florists
A. P. Love	0	Florists Greengrocers & Fruit Sellers
Farm Foods	0	Freezer Centres
Jack Fulton	0	Freezer Centres
G.A. White	0	Furniture Retailers
MacDonalds	0	Furniture Retailers
Harveys	0	Furniture Retailers Soft Furnishing Retailers
Twenty Two Interiors	0	Furniture Retailers Soft Furnishing Retailers
Skelton Garden Centre	1	Gardening Shops & Centres
Gift Company	0	Gift Shops
Give the Dog a Bone	0	Gift Shops
Pandora	0	Gift Shops
Upper 10	0	Gift Shops
Mulberry Hall	0	Gift Shops Household Stores
Robson & Cooper	0	Gift Shops Luggage & Bag Shops
Disney Store	0	Gift Shops Toy Shops
Woodcarvers of the Shambles	0	Gift Shops Toy Shops
Melodie Park Country Club and Driving Range	1	Golf Clubs

List of York Venues Currently on DisabledGo's Website

York Golf Range	1	Golf Clubs
American Golf	0	Golf Equipment Sports Goods
Eco Depot	1	Government & Local Government Offices
Ashbank Children's Services	1	Government & Local Government Offices Government & Local Government Offices
Hollycroft Children's Services	1	Government & Local Government Offices Government & Local Government Offices
Markets Office	1	Government & Local Government Offices Government & Local Government Offices
West Offices Customer Centre	1	Government & Local Government Offices Government & Local Government Offices
York Housing Association Ltd	0	Government & Local Government Offices Government & Local Government Offices
York Police Headquarters	0	Government & Local Government Offices Government & Local Government Offices
York Register Office	1	Government & Local Government Offices Government & Local Government Offices
Fruitique	0	Greengrocers & Fruit Sellers
John Mannion High Class Fruit & Vegetable	0	Greengrocers & Fruit Sellers
Alligator Organic Wholefoods	0	Greengrocers & Fruit Sellers Health Food Shops
Clinton Cards	0	Greeting Cards
Maynews	0	Greeting Cards Confectionary retailers Newsagent Tobbaconists
Birthdays	0	Greeting Cards Gift Shops
Clinton Cards	0	Greeting Cards Gift Shops
Greetings	0	Greeting Cards Gift Shops
Kardz	0	Greeting Cards Gift Shops
Shine	0	Greeting Cards Gift Shops
Gillygate Framing	0	Greeting Cards Picture Framers & Frame Makers
Duttons for Buttons	0	Haberdashers
Keen Hands	0	Haberdashers
Viking Loom	0	Haberdashers
Bar Convent	1	Halls Of Residence Cafes Cafes Cafes Cafes Cafes Conference Centres, Rooms &
Groves Hotel	1	Halls Of Residence Conference Centres, Rooms & Halls Conference Centres, Rooms &
Churchill Hotel	1	Halls Of Residence Conference Centres, Rooms & Halls Conference Centres, Rooms &
Holiday Inn York	1	Halls Of Residence Conference Centres, Rooms & Halls Conference Centres, Rooms &
Hotel 53	1	Halls Of Residence Conference Centres, Rooms & Halls Conference Centres, Rooms &
Hotel du Vin	1	Halls Of Residence Conference Centres, Rooms & Halls Conference Centres, Rooms &
Marriott Hotel	1	Halls Of Residence Conference Centres, Rooms & Halls Conference Centres, Rooms &
Middlethorpe Hall & Spa	1	Halls Of Residence Conference Centres, Rooms & Halls Conference Centres, Rooms &
Parsonage Country House Hotel	1	Halls Of Residence Conference Centres, Rooms & Halls Conference Centres, Rooms &
Travelodge	1	Halls Of Residence Conference Centres, Rooms & Halls Conference Centres, Rooms &

List of York Venues Currently on DisabledGo's Website

York Central Travelodge	1	Halls Of Residence Conference Centres, Rooms & Halls Conference Centres, Rooms &
York Fairfield Manor Hotel	1	Halls Of Residence Conference Centres, Rooms & Halls Conference Centres, Rooms &
Ascot House	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Carlton Hotel	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Clifton Bridge Guest House	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Dean Court Hotel (Best Western)	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Express by Holiday Inn (York-East)	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Hilton York	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Ibis York Centre	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Kilima Hotel (Best Western)	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Lady Anne Middleton's Hotel	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Marmadukes Hotel	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Novotel	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Pavilion Hotel	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Queen Anne's Guest House	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Queens Hotel	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Royal York Hotel	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Travelodge (Hull Road)	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Warren	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Wheatlands Lodge Hotel	1	Halls Of Residence Hotels, Guest Houses and B&Bs
Roman Bath	1	Halls Of Residence Public houses & bars Public houses & Bars Hotels, Guest Houses
Black Swan	1	Halls Of Residence Public houses & bars Restaurants Restaurants Restaurants
Guy Fawkes Inn	1	Halls Of Residence Public houses & bars Restaurants Restaurants Restaurants
Jacobean Lodge	1	Halls Of Residence Public houses & bars Restaurants Restaurants Restaurants
Best Western Monkbar Hotel	1	Halls Of Residence Restaurants Restaurants Restaurants Restaurants Conference
Enida	0	Hardware Retailers
Pextons Hardware	0	Hardware Retailers
Bodum	0	Hardware Retailers Household Stores Kitchen Fitters
Claire's	0	Hat & Accessory Shops
Claire's	0	Hat & Accessory Shops
Coccinelle	0	Hat & Accessory Shops
Hat Company	0	Hat & Accessory Shops
Kangol	0	Hat & Accessory Shops
Sunglasses Time	0	Hat & Accessory Shops

List of York Venues Currently on DisabledGo's Website

Food For Thought	0	Health Food Shops
Herbal Inn	1	Health Food Shops
Holland & Barrett	0	Health Food Shops
Julian Graves	0	Health Food Shops
Nut Shop & Health Foods	0	Health Food Shops
Tullivers	0	Herbalists
Anti Gravity	0	Hobbies & Pastimes
York Hospital	1	Hospitals & Clinics Hospitals & Clinics Hospitals & Clinics
Acer Guest House	1	Hotels, Guest Houses and B&Bs
Blue Bicycle	1	Hotels, Guest Houses and B&Bs Restaurants
Bathstore.com	0	Household Stores
Habitat	0	Household Stores
Le Creuset	0	Household Stores
Supersave Ltd.	0	Household Stores
China China (U.K.) Limited	0	Household Stores Soft Furnishing Retailers
Denby	0	Household Stores Soft Furnishing Retailers
York Housing Association	1	Housing Association
Illingworths Ltd.	0	Insurance Companies
Swinton	0	Insurance Companies
Gateway Internet Cafe	1	Internet Cafes
Ashberry	0	Jewellers
Azendi	0	Jewellers
Barbara Cattle	0	Jewellers
Beaver Brooks	0	Jewellers
Bradleys Jewellers	0	Jewellers
Chappelle Jewellers	0	Jewellers
County House	0	Jewellers
Ernest Jones	0	Jewellers
Fosters Jewellers	0	Jewellers
Fraser Hart	0	Jewellers
Goldsmiths	0	Jewellers
H. Samuel	0	Jewellers
Harpers Jewellers	0	Jewellers
Hoppers of York	0	Jewellers

List of York Venues Currently on DisabledGo's Website

Lily Shambles	0	Jewellers
Palenque	0	Jewellers
R.A. Braithwaites	0	Jewellers
Silverado	0	Jewellers
Watch Factory	0	Jewellers
Watch Store	0	Jewellers
Gillygate Cobblers	0	Key Cutters Shoe Repairs
Hair Fashion of Heworth	0	Ladies Hairdressers
Salon No. 6	0	Ladies Hairdressers
Cox of Yorkshire	0	Leather Goods
Belvoir Executive Letting	0	Letting Agents
Countrywide Residential Lettings	0	Letting Agents
Letters Ltd.	0	Letting Agents
Martin & Co	0	Letting Agents
Minster Property	0	Letting Agents
Sinclair Properties	0	Letting Agents
Acomb Explore Library	1	Libraries Libraries Libraries
Bishopthorpe Library	1	Libraries Libraries Libraries
Clifton Explore Library	1	Libraries Libraries Libraries
Copmanthorpe Library	1	Libraries Libraries Libraries
Dringhouses Library	1	Libraries Libraries Libraries
Dunnington Library	1	Libraries Libraries Libraries
Haxby Explore Library	1	Libraries Libraries Libraries
Huntington Library	1	Libraries Libraries Libraries
Mobile Library	1	Libraries Libraries Libraries
New Earswick Library	1	Libraries Libraries Libraries
Poppleton Library	1	Libraries Libraries Libraries
Strensall Library	1	Libraries Libraries Libraries
Tang Hall Explore Library	1	Libraries Libraries Libraries
JB Morrell Library	1	Libraries Libraries Libraries Education Education Education
Ann Summers	0	Lingerie
La Senza	0	Lingerie
Lock-Fix Security	0	Locksmiths
Timpson	0	Locksmiths

List of York Venues Currently on DisabledGo's Website

Antler Factory Outlet	0	Luggage & Bag Shops
Travel Accessory Outlet	0	Luggage & Bag Shops
Brantano	0	Luggage & Bag Shops Shoe Shops
Charles Clinkard	0	Luggage & Bag Shops Shoe Shops
Goody 2 Shoes	0	Luggage & Bag Shops Shoe Shops
Gentlemans Hairdressers	0	Men's Hairdressers & Barbers
Newtons Hairdressers	0	Men's Hairdressers & Barbers
Femmes Fatales	0	Men's Hairdressers & Barbers Beauty Salons & Consultants Ladies Hairdressers
75a Hair Design	0	Men's Hairdressers & Barbers Ladies Hairdressers
Cut	0	Men's Hairdressers & Barbers Ladies Hairdressers
Cutting Room	0	Men's Hairdressers & Barbers Ladies Hairdressers
Dannie Lea Hair Design	0	Men's Hairdressers & Barbers Ladies Hairdressers
Edward Charles Hair Design	0	Men's Hairdressers & Barbers Ladies Hairdressers
Harry Nicholas	0	Men's Hairdressers & Barbers Ladies Hairdressers
Heloise	0	Men's Hairdressers & Barbers Ladies Hairdressers
June's Hairstyling	0	Men's Hairdressers & Barbers Ladies Hairdressers
Lawton Henry of York	0	Men's Hairdressers & Barbers Ladies Hairdressers
Lotus	0	Men's Hairdressers & Barbers Ladies Hairdressers
Mamselle	0	Men's Hairdressers & Barbers Ladies Hairdressers
Master Class Hair Design	0	Men's Hairdressers & Barbers Ladies Hairdressers
Max Headroom	0	Men's Hairdressers & Barbers Ladies Hairdressers
Nicole's Hair Salon	0	Men's Hairdressers & Barbers Ladies Hairdressers
Part Two Hair Salon	0	Men's Hairdressers & Barbers Ladies Hairdressers
Rootz	0	Men's Hairdressers & Barbers Ladies Hairdressers
Toni & Guy	0	Men's Hairdressers & Barbers Ladies Hairdressers
Vonnies	0	Men's Hairdressers & Barbers Ladies Hairdressers
Forward Mobility	0	Mobility & Access Equipment Mobility & Access Equipment (Travel & Transport)
Games Workshop	0	Model Shops Hobbies & Pastimes
Miniature Scene	0	Model Shops Hobbies & Pastimes
Models & Hobbies	0	Model Shops Hobbies & Pastimes
Mortgage Advice Service	0	Mortgage Brokers Creche Information Services Information Services Information
Quilt Museum and Gallery	1	Museums Museums Museums
Richard III Museum	1	Museums Museums Museums
York Castle Museum	1	Museums Museums Museums

List of York Venues Currently on DisabledGo's Website

Sheepish	0	Needlecraft
Maynews	0	Newsagent
Listers Newsagents	0	Newsagent Convenience Stores (Food and Drink) Convenience Stores (General
Banyan	1	Nightclubs Public houses & Bars Restaurants
Gizmo	0	Novelty & Carnival Goods
Beer Ritz	0	Off Licences
Threshers	0	Off Licences
York Beer & Wine Shop	0	Off Licences
Binnington & Thurling Opticians	0	Opticians-Dispensing Opticians-Dispensing Opticians-Ophthalmic Opticians-
Boots Opticians	0	Opticians-Dispensing Opticians-Dispensing Opticians-Ophthalmic Opticians-
Coverdales Opticians	0	Opticians-Dispensing Opticians-Dispensing Opticians-Ophthalmic Opticians-
Dolland & Aitchison	0	Opticians-Dispensing Opticians-Dispensing Opticians-Ophthalmic Opticians-
Optical Express	0	Opticians-Dispensing Opticians-Dispensing Opticians-Ophthalmic Opticians-
Specsavers	0	Opticians-Dispensing Opticians-Dispensing Opticians-Ophthalmic Opticians-
Viewpoint	0	Opticians-Dispensing Opticians-Dispensing Opticians-Ophthalmic Opticians-
Vision Express	0	Opticians-Dispensing Opticians-Dispensing Opticians-Ophthalmic Opticians-
Vision Value	0	Opticians-Dispensing Opticians-Dispensing Opticians-Ophthalmic Opticians-
Broskill Opticians	0	Opticians-Ophthalmic Opticians-Ophthalmic Opticians-Ophthalmic Opticians-
Healthcall Optical Services	0	Opticians-Ophthalmic Opticians-Ophthalmic Opticians-Ophthalmic Opticians-
Homsted Park	1	Parks & Gardens
Westbank Park	1	Parks & Gardens
Acomb Pets, Aquatics & Reptiles	0	Pet Shops
Pets At Home	0	Pet Shops
Bishopthorpe Road Pharmacy	0	Pharmacies Pharmacies Pharmacies Pharmacies Pharmacies
Hargrave Pharmacy	0	Pharmacies Pharmacies Pharmacies Pharmacies Pharmacies
Pharmacy M Hepworth	0	Pharmacies Pharmacies Pharmacies Pharmacies Pharmacies
Klick Photo Point	0	Photographers General
Past Images	0	Photographic Goods
Fairfax House	1	Places of Interest Museums Museums Museums Places of Interest
Jorvik Viking Centre	1	Places of Interest Museums Museums Museums Places of Interest
Micklegate Bar Museum	1	Places of Interest Museums Museums Museums Places of Interest
York Army Museum	1	Places of Interest Museums Museums Museums Places of Interest
Castle Howard	1	Places of Interest Parks & Gardens Places of Interest
Goddards House and Garden	1	Places of Interest Parks & Gardens Places of Interest

List of York Venues Currently on DisabledGo's Website

Clifford's Tower	1	Places of Interest Places of Interest
Dick Turpin's Grave	0	Places of Interest Places of Interest
Holy Trinity	1	Places of Interest Places of Interest
Merchant Adventurers Hall	1	Places of Interest Places of Interest
Treasurer's House and Gardens	1	Places of Interest Places of Interest
York Dungeons	1	Places of Interest Places of Interest
York Model Railway	0	Places of Interest Places of Interest
St Helen's Church	1	Places of Interest Places of Worship Places of Worship Places of Worship Places of
St Martin le Grand Church	1	Places of Interest Places of Worship Places of Worship Places of Worship Places of
St Michael Le Belfrey	1	Places of Interest Places of Worship Places of Worship Places of Worship Places of
York Minster	1	Places of Interest Places of Worship Places of Worship Places of Worship Places of
Summerrills Auctioneers	0	Places of Interest Second Hand Dealers Places of Interest
All Saints Church (Pavement)	0	Places of Worship Places of Worship Places of Worship Places of Worship Places of
Church of All Saints (North Street)	0	Places of Worship Places of Worship Places of Worship Places of Worship Places of
Clifton Methodist Church	1	Places of Worship Places of Worship Places of Worship Places of Worship Places of
Dunnington Methodist Church	1	Places of Worship Places of Worship Places of Worship Places of Worship Places of
Heslington Church	1	Places of Worship Places of Worship Places of Worship Places of Worship Places of
Parish Church of St Olave	0	Places of Worship Places of Worship Places of Worship Places of Worship Places of
Priory Church of the Holy Trinity	0	Places of Worship Places of Worship Places of Worship Places of Worship Places of
Quaker Meeting House, Friargate York	0	Places of Worship Places of Worship Places of Worship Places of Worship Places of
Saint Helens, The Parish Of	0	Places of Worship Places of Worship Places of Worship Places of Worship Places of
Saint Martin Le Grand	0	Places of Worship Places of Worship Places of Worship Places of Worship Places of
Shrine of The Saint Margaret Clitherow	0	Places of Worship Places of Worship Places of Worship Places of Worship Places of
St Edward the Confessor	1	Places of Worship Places of Worship Places of Worship Places of Worship Places of
St Oswald's Parish Church	1	Places of Worship Places of Worship Places of Worship Places of Worship Places of
St Paul's Church	1	Places of Worship Places of Worship Places of Worship Places of Worship Places of
St. Wilfrids Catholic Church	0	Places of Worship Places of Worship Places of Worship Places of Worship Places of
North Yorkshire Police	1	Police Stations
Heworth Post Office	0	Post Offices
Huntington Post Office	1	Post Offices
New Earswick Post Office	0	Post Offices
Skelton Post Office	0	Post Offices
Askham Bar Park & Ride	1	Public Car Parks Park & Ride Public Car Parks Public Transport Park & Ride Park &
Grimston Bar Park & Ride	1	Public Car Parks Park & Ride Public Car Parks Public Transport Park & Ride Park &

List of York Venues Currently on DisabledGo's Website

Monks Cross Park & Ride	1	Public Car Parks Park & Ride Public Car Parks Public Transport Park & Ride Park &	
Naburn Park & Ride	0	Public Car Parks Park & Ride Public Car Parks Public Transport Park & Ride Park &	
Rawcliffe Bar Park & Ride	0	Public Car Parks Park & Ride Public Car Parks Public Transport Park & Ride Park &	
City of York Council Public Car Parks Website	0	Public Car Parks Public Car Parks Public Car Parks	
Nunnery Lane Car Park	1	Public Car Parks Public Car Parks Public Car Parks	
Blue Boar	1	Public houses & Bars	
Duke of York	1	Public houses & Bars	
Fox and Roman	1	Public houses & Bars	
Golden Lion	1	Public houses & Bars	
Lamb & Lion Inn	1	Public houses & Bars	
Three Tuns	1	Public houses & Bars	
Blue Fly	1	Public houses & bars Cafes Cafes Cafes Cafes Cafes Cafes Cafes Public	
Tiger 10	1	Public houses & bars Cafes Cafes Cafes Cafes Cafes Cafes Cafes Public	
	1331	1	Public houses & bars Cafes Cafes Cafes Cafes Cafes Restaurants Restaurants
Meltons Too	1	Public houses & bars Cafes Cafes Cafes Cafes Cafes Restaurants Restaurants	
Cottage Inn	1	Public houses & bars Conference Centres, Rooms & Halls Conference Centres, Rooms	
Riverside Farm	1	Public houses & bars Conference Centres, Rooms & Halls Conference Centres, Rooms	
Bay Horse	1	Public houses & bars Public houses & Bars Public houses & Bars	
Beeswing Ale House	1	Public houses & bars Public houses & Bars Public houses & Bars	
Black Bull	1	Public houses & bars Public houses & Bars Public houses & Bars	
Blue Bell	1	Public houses & bars Public houses & Bars Public houses & Bars	
Bootham Tavern	1	Public houses & bars Public houses & Bars Public houses & Bars	
Bumper Castle	1	Public houses & bars Public houses & Bars Public houses & Bars	
Carlton Tavern	1	Public houses & bars Public houses & Bars Public houses & Bars	
Cross Keys	1	Public houses & bars Public houses & Bars Public houses & Bars	
Golden Fleece	1	Public houses & bars Public houses & Bars Public houses & Bars	
Graduate	1	Public houses & bars Public houses & Bars Public houses & Bars	
Grandstand Bar	0	Public houses & bars Public houses & Bars Public houses & Bars	
Harkers	1	Public houses & bars Public houses & Bars Public houses & Bars	
Knavesmire	1	Public houses & bars Public houses & Bars Public houses & Bars	
Last Drop Inn	1	Public houses & bars Public houses & Bars Public houses & Bars	
Lord Collingwood	1	Public houses & bars Public houses & Bars Public houses & Bars	
Marcia Grey	1	Public houses & bars Public houses & Bars Public houses & Bars	
Mitre	1	Public houses & bars Public houses & Bars Public houses & Bars	

List of York Venues Currently on DisabledGo's Website

Quaker Wood	1	Public houses & bars Public houses & Bars Public houses & Bars
Red Lion	1	Public houses & bars Public houses & Bars Public houses & Bars
Revolution	1	Public houses & bars Public houses & Bars Public houses & Bars
Revolution de Cuba	1	Public houses & bars Public houses & Bars Public houses & Bars
Royal Oak	1	Public houses & bars Public houses & Bars Public houses & Bars
Tang Hall Working Mens Club	1	Public houses & bars Public houses & Bars Public houses & Bars
Three Legged Mare	1	Public houses & bars Public houses & Bars Public houses & Bars
Windmill	1	Public houses & bars Public houses & Bars Public houses & Bars
Woodman	1	Public houses & bars Public houses & Bars Public houses & Bars
Ye Olde Starre Inn	1	Public houses & bars Public houses & Bars Public houses & Bars
Yorkshire Terrier	1	Public houses & bars Public houses & Bars Public houses & Bars
Missoula	1	Public houses & Bars Restaurants
Whippet Inn	1	Public houses & Bars Restaurants
Plunkets Restaurant	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
Evil Eye Lounge	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
31 Castlegate	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
Bengal Brasserie	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
Biltmore Bar & Grill	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
Dormouse	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
Flying Legends	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
Hole in the Wall	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
JD Wetherspoons - The Punch Bowl	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
Kennedy's Bar and Restaurant	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
Old White Swan	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
Oscar's Wine & Bistro	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
Pitcher & Piano	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
Postern Gate	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
Punch Bowl	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
Slug and Lettuce	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
Slug and Lettuce	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
Toby Carvery	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
Yates's	1	Public houses & bars Restaurants Restaurants Restaurants Restaurants
Changing Space Walmgate	1	Public Toilets
City of York Council Public Toilets Website	0	Public Toilets

List of York Venues Currently on DisabledGo's Website

Public Toilets	0	Public Toilets
Sliver Street Public Toilets	1	Public Toilets
York Station	1	Public Transport Train Stations Train Stations Train Stations Train Stations Train Stations Train
Racecourse Betting Shop	0	Racecourses and Tracks
York Racecourse	1	Racecourses and Tracks
Carluccio's	1	Restaurants
Cosmo	1	Restaurants
McDonald's	1	Restaurants
Mr Chippy	1	Restaurants
Strada	1	Restaurants
Yo Sushi	1	Restaurants
Living Room	1	Restaurants Restaurants Restaurants Restaurants Restaurants Conference Centres, Rooms &
Ambiente	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Ask	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Ate O' Clock	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Caesars Pizzeria & Ristorante	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Cafe Rouge	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Chiquito	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Frankie & Benny's	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Frankie & Benny's	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Frankie C's	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Gert & Henry's	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Gourmet Burger Kitchen	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Jamie's Italian	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Kapadokya	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
La Tasca	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
La Vecchia Scuola	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Lime House	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Loch Fyne Restaurant	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Mason's Bar Bistro	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
McDonald's	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Nando's	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Nineteen	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Piccolino	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants

List of York Venues Currently on DisabledGo's Website

Pizza Express	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Pizza Express	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Pizza Hut	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Pizza Hut	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Ristorante Bari	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Russells Restaurant	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Thida Thai Cuisine	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Wagamama	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Zizzi's	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Arkwrights Fish & Chips	0	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Burger King	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Jaipur Spice	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Maxi's Restaurant	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
McDonald's	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
McDonald's	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
McDonald's	0	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Subway	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Wetherby Whaler	1	Restaurants Restaurants Restaurants Restaurants Restaurants Restaurants
Startafresh	0	Sandwich Shops Take Away Food
Upper Crust	0	Sandwich Shops Take Away Food
York Hog Roast	0	Sandwich Shops Take Away Food
South Newlands Farm	1	Self-Catering Accommodation
Stakesby Holiday Flats	1	Self-Catering Accommodation
Cox of Yorkshire	0	Shoe Repairs
Barratts	0	Shoe Shops
Clarks	0	Shoe Shops
Clarks	0	Shoe Shops
Clarks	0	Shoe Shops
Clarks	0	Shoe Shops
Daniel Footwear	0	Shoe Shops
Famous Footwear	0	Shoe Shops
Jones Bootmaker	0	Shoe Shops
Moda In Pelle	0	Shoe Shops
Office	0	Shoe Shops
Pavers	0	Shoe Shops

List of York Venues Currently on DisabledGo's Website

Pavers	0	Shoe Shops
Ruby Slipper	0	Shoe Shops
Scholl	0	Shoe Shops
Shoe Studio	0	Shoe Shops
Shopmobility York	1	Shopmobility (Own)
York Designer Outlet	1	Shopping Centres, Malls & Markets Shopmobility (Own) Shopping Centres, Malls &
Monks Cross Shopping Centre	1	Shopping Centres, Malls & Markets Shopping Centres, Malls & Markets
Newgate Market	1	Shopping Centres, Malls & Markets Shopping Centres, Malls & Markets
Amber Interiors	0	Soft Furnishing Retailers
L P G Adams	0	Soft Furnishing Retailers
Ponden Mill	0	Soft Furnishing Retailers
Snow Home	0	Soft Furnishing Retailers
Burn & Company	0	Solicitors
Grays Solicitors	0	Solicitors
Robertsons Solicitors	0	Solicitors
York Sports Village	1	Sport & Leisure Centres
York Community Fitness at Waterworld	1	Sport & Leisure Centres Sport & Leisure Centres Sport & Leisure Centres
Waterworld	1	Sport & Leisure Centres Sport & Leisure Centres Sport & Leisure Centres Swimming
Rawciff's Intersport	0	Sports Goods
Reebok	0	Sports Goods
Rugby Shop	0	Sports Goods
Up & Running	0	Sports Goods
York City Football Club	1	Sports Grounds & Stadiums Sports Grounds & Stadiums Sports Grounds & Stadiums
York City Knights Rugby Stadium	1	Sports Grounds & Stadiums Sports Grounds & Stadiums Sports Grounds & Stadiums
Paper Mill Shop	0	Stationers
Ryman The Stationer	0	Stationers
Signatures of York	0	Stationers
Smart Option Stationery	0	Stationers
Marks & Spencer	1	Stationers Cafes Cafes Cafes Cafes Cafes Clothes Shops Uniform Clothes Shop
London's Newsagent	0	Stationers Confectionary retailers Newsagent Tobbaconists Toy Shops
Bits & Bobs	0	Stationers Cosmetics and Toiletries Gift Shops Haberdashers
Strensall Post Office & Village Stores	0	Stationers Greeting Cards Hardware Retailers Convenience Stores (Food and Drink)
Wallis Business Services Ltd	0	Stationers Photographic Processing & Printing
Asda	0	Supermarkets

List of York Venues Currently on DisabledGo's Website

Co-op	0	Supermarkets
Co-op Late Shop	0	Supermarkets
Costcutter	0	Supermarkets
Dunelm	0	Supermarkets
Morrisons	1	Supermarkets
Morrisons	1	Supermarkets
Sainsbury's	1	Supermarkets
Sainsbury's Local	0	Supermarkets
Somerfield	0	Supermarkets
United Co-operatives Late Shop	0	Supermarkets
Blenkin & Co	0	Surveyors
Humberts	0	Surveyors
Al Fresco	0	Take Away Food
Ali G Pizza House	0	Take Away Food
Big Bite	0	Take Away Food
Domino's Pizza	0	Take Away Food
Ebor Fisheries	0	Take Away Food
Fat Jackets	0	Take Away Food
Haci's Place	0	Take Away Food
Haxby Fortune Inn	0	Take Away Food
Kippers	0	Take Away Food
Millers Fish & Chips	0	Take Away Food
Mr Sandwich	0	Take Away Food
Osballdwick Fisheries	0	Take Away Food
Singapore Sam	0	Take Away Food
Walmgate Sandwich Bar	0	Take Away Food
Sunshine	0	Tanning Shops
Whittard of Chelsea	0	Tea & Coffee Specialists
Whittard of Chelsea	0	Tea & Coffee Specialists
Carphone Warehouse	0	Telephones Shops
EE	0	Telephones Shops
Vodafone	0	Telephones Shops
Friargate Theatre	1	Theatres & Concert Halls Theatres & Concert Halls Theatres & Concert Halls
Joseph Rowntree Theatre	1	Theatres & Concert Halls Theatres & Concert Halls Theatres & Concert Halls

List of York Venues Currently on DisabledGo's Website

Sir Jack Lyons Concert Hall	1	Theatres & Concert Halls Theatres & Concert Halls Theatres & Concert Halls
York Barbican Centre	1	Theatres & Concert Halls Theatres & Concert Halls Theatres & Concert Halls
Woodlands Neurological Rehabilitation Centre	1	Therapy Centres/Services Therapy Centres/Services Conference Centres, Rooms &
Choice Select	0	Tobbaconists
Visit York Information Centre	1	Tourist Information Centres
Early Learning Centre	0	Toy Shops
Toys R Us	0	Toy Shops
Toyworld	0	Toy Shops
Poppleton Station	1	Train Stations Train Stations Train Stations Train Stations Train Stations Train
Going Places	0	Travel Agents
Going Places	0	Travel Agents
Quartz Travel	0	Travel Agents
Thomson	0	Travel Agents
Thomson	0	Travel Agents
Travel Care	0	Travel Agents
Travel Care	0	Travel Agents
Wallace Arnold	0	Travel Agents
Ability Net	0	Useful Telephone Numbers
Action for Blind People	0	Useful Telephone Numbers
Dial UK	0	Useful Telephone Numbers
Epilepsy Action	0	Useful Telephone Numbers
Headway	0	Useful Telephone Numbers
Housing Standards-Adaptations	0	Useful Telephone Numbers
Supported Employment & Training	0	Useful Telephone Numbers
Abbeyfields Veterinary Surgery	0	Vets and Animal Services
Battle Flatts Veterinary Clinic	0	Vets and Animal Services
RSPCA York Animal Home	1	Vets and Animal Services
Lamb CD Shop	0	Vinyls, CDs, DVDs & Videos
Inner Space Stations Video	0	Vinyls, CDs, DVDs & Videos Off Licences
Pronuptia	0	Wedding Services

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