

Access Audit, Broughton Hub

Conducted on 19th February, 2013

Access 2 All Areas representatives: Burt Shepherd, Lillian and Roy Jenson, Tommy Healey, Elaine Barber, Pat Grenell, Marion MacBeath

Burt is blind, Tommy and Pat are wheelchair users and Roy has mobility difficulties.

Introduction

Access 2 All Areas were invited to conduct an access audit of the Broughton Hub to assess suitability for customers. The Broughton Hub is one of the buildings on the council's accessibility work programme. It houses a Children's Centre, a library, sports pitches, a café, a police counter, community rooms and offices for staff.

The manager of the Broughton Hub, Mark Nevin, kindly escorted access auditors around the building and responded to their questions.

Car Park

The car park is pleasant and spacious. There is a long ramp to the Hub entrance as well as steps. Paving is flat up to the Hub entrance.



Entrance

There are three entrance doors; a revolving door, an automatic door (on the press of a button) and a standard "push/pull" door.

Reception and reception area

The reception desk is accessible, having both higher and lower counters. The reception is well staffed and the staff are very friendly and helpful.

There is a loop system in place, but it is not clear whether it is operational or that staff have been trained in its use. There is a wider query about whether loop systems that have been installed in other centres are operational and also whether staff in other centres have been trained. Staff have not been trained in basic sign language.

The reception area is light and spacious with casual seating.

Library

Space between library shelves is quite narrow but wheelchair users commented that there was plenty of room to move around. Top shelves may not be accessible for wheelchair users, but there are staff around to help.

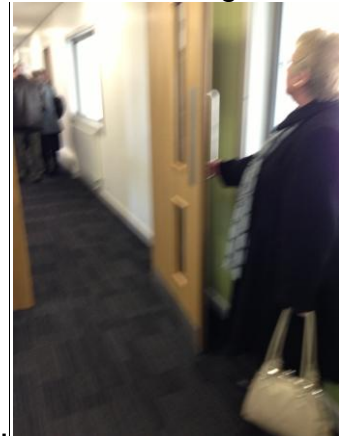
There are eighteen public access computers. Computer classes for those unfamiliar with using computers can be arranged by staff.

Children's Centre

The entrance to the Children's Centre appears accessible and there staff are around to help.

Corridors

Some of the doors along corridors are heavy and wheelchair users might find



them difficult to open. However they may be fire doors.

Accessible toilets

There are a number of ladies/gents and accessible toilets around the buildings which are of an adequate size.

Changing room with changing bed

The Hub has a very well designed changing room with a changing bed facility which is an excellent feature. There are very few facilities like this in Salford and the auditors felt that it should be publicised to encourage more people with disabilities to visit the Hub.



Lift and staircase

Community rooms can be accessed by a lift or a staircase. There is an evacuation chair at the top of the staircase. There is a fire point at the top of the staircase where people who cannot use the stairs congregate in the event



of a fire.

Community rooms

Kitchens are available for communities to use. There is also a Kosher kitchen. All community rooms were light, spacious and accessible. They are open until



10.00 pm for communities to use.

Trampoline Hall

The Trampoline Hall appeared accessible.

General comments from access auditors

“The tour of the place was excellent and lots of activity for people, so well thought out, I think it needs to be brought to peoples attention what is on offer, and let people know there is no need to sit alone in ones home.

We found Broughton Hub a very inviting place, people are very lucky to live close to such a friendly place, the cafe was where people could meet up for coffee and something to eat, no need to lonely living near here.

I would like to pick up on the shower room, it seems to be used for sports players who need a shower after completing in sports activities, it seems to be underused.

To see the changes made for disabled people and the effort people have made so all disabled people can be included is a credit to Salford Council.”

Recommendations

Overall the building is very well designed and it is clear that consideration has been given to making it accessible. The auditors felt that the following areas require attention:-

1. That the loop system is checked to ensure that it is in working order.
2. That all reception staff are trained in the use of the loop system and that it forms part of induction for new staff.
3. That all reception staff are trained in basic sign language which will help them to not only converse with people with a hearing impairment but also others who do not have traditional communication skills and that it forms part of induction for new staff.
4. That the above recommendations are considered for the Eccles, Pendleton and Walkden Gateways Centres.
5. That the changing room/changing bed facility be more widely publicised (contact Elaine Barber, tel: 0161 793 3511 for more information).