

Access Audit, Pendleton Gateway

Conducted on 27th September, 2013

Access 2 All Areas representatives: Burt Shepherd, Lillian and Roy Jenson, Tommy Healey, Carolyn Haslam, Marion MacBeath, Margaret Wilson and Glennys Glover

Burt is blind, Tommy is a wheelchair user and Roy has mobility difficulties.

Introduction



Access 2 All Areas were invited to conduct an access audit of the Pendleton Gateway to assess suitability for customers. The Pendleton Gateway is one of the buildings on the council's accessibility work programme. Pendleton Gateway has a range of services which include:

- Two GP practices:
- Advice and information area
- Audiology department
- Children and adult libraries with free customer PC use and internet access
- Children's outpatient department
- Community dental service
- Lance Burn consulting suite incorporating district nursing, orthoptics and podiatry
- Pharmacy
- Salford Child and Adolescent Mental Health Services
- Three bookable community rooms available for hire by the local community, Primary Care Trust and Salford City Council
- X-ray and therapy suite

The Gateway manager Nicola Mather kindly escorted access auditors around the building and responded to their questions.

Pendleton Gateway is very busy and provides lots of health services to the public as well as a well organised library and computer access for the public.

Car Park

The car parks are located at the front and back of the Gateway. Separate bays for Disabled Parking are located at the front of the building within easy access to the entrance. The walkway to the Gateway entrance is flat and was easy to manoeuvre wheelchairs and for people with walking difficulties. There is also a Pay and Display car park at the front of the building.

Entrance

There are three entrance doors; a revolving door, an automatic door (on the press of a button) and a standard “push/pull” door. Push buttons are located at wheelchair height and were easy to use.

Reception area

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

There is one portable loop system available for use in the gateway. A member of staff can use sign language but this service cannot be provided at all times.

The reception area is light and spacious with casual seating and plenty of space to move around.

Vending machines are accessible for wheelchair users and there are community rooms on the ground floor which are accessible. Lots of staff offering help and assistance in the building.

Library

The Library was spacious and wheelchair users and there was plenty of room to move around. Top shelves may not be accessible for wheelchair users, but there were staff around to help.

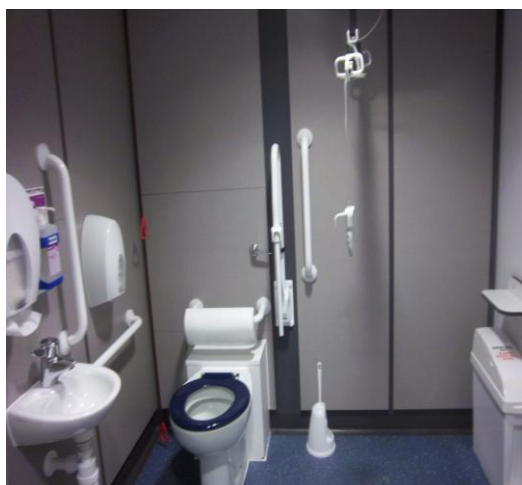
Computers were available for public access with accessible desks.

Corridors

Some of the doors along corridors are heavy and wheelchair users might find them difficult to open. However these may be fire doors.

Accessible toilets

There are a number of ladies/gents and accessible toilets around the buildings which are of a good size and a hoist is available. It was not easy to locate the toilets without asking the reception staff as there were no signs to say where the toilets were. One of the accessible toilets on the first floor of the building was difficult for a wheelchair to manoeuvre in and out as a post was preventing a wheelchair to be turned around but there was a second accessible toilet on this floor which was spacious.



Lift and staircase

Community rooms on the other floors can be accessed by a lift or a staircase. The Gateway has three lifts.

A problem has been highlighted recently that the lift doors were closing too quickly for wheelchair users. The manager has reported this problem on the 14th October 2013 to the maintenance team who are organising the lift company to attend site and check the settings.

There is an evacuation chair at the top of the staircases at the back of the building. 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. A button can be pressed to let reception staff know that you are unable to access the stairs or lift and need assistance.



Community rooms

There are three community rooms available for use by the public located on different floors which were accessible. Kitchens are available for communities to use. All community rooms and kitchens were light, spacious and accessible. You can specify how flexible you want the layout of chairs and table when you book the room.



General comments from access auditors

Tour of the Gateway was really good and lots of activity for people, so well thought out airy and spacious. Open seating available on all levels.

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. To look at number of times the loop system is required to see if one portable system is adequate for the Gateway.
2. 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.
3. That the above recommendations are considered for the Eccles, and Walkden Gateways Centres.
4. Signage for location of toilets rather than having to ask reception staff