

APPENDIX 2 – ACCESS AUDIT SUMMARY RECOMMENDATIONS

Item	Issues Identified	Recommendations
Accessibility equipment	<ul style="list-style-type: none"> • Induction hearing loops were present in many locations but missing from others, such as communal halls and some offices • Visual alarms to alert hearing-impaired people in event of a fire were present in some communal facilities but not in others 	<ul style="list-style-type: none"> • Install hearing induction loops where required • Consider installing visual alarms in communal halls and similar locations
Accessible toilet and kitchen facilities	<ul style="list-style-type: none"> • Some sites are missing equipment like grab-rails, toilet backrests and door locks or handles which are suitable for those with limited dexterity • Kitchen at Almshouses inaccessible to wheelchair users due to narrow door • Sanitary ware and aids such as grab-rails should contrast with surrounding walls • Emergency pull-cords in some accessible WCs were not hanging loose • Small size of some WCs means bins and other items may cause an obstruction 	<ul style="list-style-type: none"> • Install grab-rails, backrests and other equipment in accordance with recommended specifications • Narrow door should be widened • Contrast wall colours with mobility aids such as grab-rails • Ensure pull-cords are loose and accessible • Ensure bins etc. do not prevent safe use of WCs by wheelchair users and others
Door entry systems	<ul style="list-style-type: none"> • Some door entry systems did not have appropriately contrasting fascias and buttons, which could make them difficult to use for those with sight impairments 	<ul style="list-style-type: none"> • Door entry systems should be well contrasted against the surrounding wall

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		<ul style="list-style-type: none"> • Contrasted surrounds for buttons should be maintained as it was wearing away on some panels
Emergency Evacuation	<ul style="list-style-type: none"> • LFB Property Information Boxes ('red boxes') were present at each site and contain information on those requiring assistance in an emergency, but see recommendation regarding PEEPs. 	<ul style="list-style-type: none"> • Personal Emergency Evacuation Plans (PEEPs) were strongly advocated for in the Grenfell Inquiry but are not mandatory, however it is recommended that PEEPs are considered in conjunction with the current Fire Risk Assessment for each building
Entrance and internal doors	<ul style="list-style-type: none"> • Some doors are too heavy and require more than 30 newtons of force to open • Some doors not appropriately contrasted against surroundings • Full length glass doors do not have contrast stickers to alert visually impaired to their presence • Some doors do not have vision panels (assists people in wayfinding and avoiding collisions) • A small number of entrance doors do not meet minimum width requirement of 775mm (e.g. some doors at Stanley Cohen House and Bowater House) • Power-assisted doors can pose a risk of collision to those with sight impairments 	<ul style="list-style-type: none"> • Recommended that doors adjusted or modified to reduce force required to open, if necessary by installation of door closers, automation or door replacement • Doors and door furniture should be appropriately contrasted against surrounding walls/floors • Glass panels and surrounding windows above certain size should have 'manifestations' (e.g. contrasting stickers or transfers) to alert people to their presence • Certain doors should have viewing panels • It would be beneficial to widen doors which currently do not meet minimum width requirements • Power-assisted doors should have the swing zone highlighted on the

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	<ul style="list-style-type: none"> • Door handles should be well contrasted against the door to assist those with sight impairments 	<p>ground to help avoid the risk of collision</p>
<p>Hallways, landings and communal grounds</p>	<ul style="list-style-type: none"> • Some areas are especially narrow and should be kept clear to enable ease of access for wheelchair users and those with sight impairments • Where possible, minimum width should be maintained • Seating was absent from some communal spaces, e.g. lift lobbies • There are no facilities for storage/charging of mobility scooters on some sites, which can result in them being kept on landings and causing an obstruction or fire hazard • Some bin chute covers are heavy and may present problems for some disabled users • Access to some bin chute areas was restricted due to narrow doors or dual-leaf doors being present • Some uneven paving was identified on a limited number of sites (e.g. William Blake Estate) which could pose a hazard generally but especially to disabled people 	<ul style="list-style-type: none"> • Ensure a process is in place to regularly check these areas for obstructions and ensure removal • Items which might pose a hazard (e.g. litter bins) should be sited away from enclosed areas and be appropriately contrasted with surroundings • Consider installing appropriate seating for ambulant disabled people in areas they may be required to wait (e.g. reception areas, lift lobbies, on routes from nearest car park/bus stop to blocks) • Consider whether storage facilities can be provided for mobility scooters to prevent storage in communal areas • Bin chute covers could be eased, adjusted or upgraded, or alternative means of rubbish disposal considered • Consider replacing dual-leaf doors to bin chute areas • Remedial works to uneven paving should be carried out

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Lifts	<ul style="list-style-type: none"> • Mirrors, which assist wheelchair users when exiting lifts, were not present in some lift cars • Lift buttons did not contrast with surroundings in some lift cars • Contrasting flooring was not present in lift lobbies in surveyed locations • Procedure for maintaining/servicing lifts and responding to breakdowns must take account of these facilities being main (sometime the only) way for disabled people to enter/exit their home and should be regular enough to minimise breakdowns 	<ul style="list-style-type: none"> • Install mirrors in specified lifts • Ensure lift buttons contrast with surroundings to assist people with sight impairments • It is recommended that contrasting flooring is provided in lobbies to help people locate the lifts • Ensure that lifts are maintained robustly to minimise breakdowns. Procedure should be in place to ensure that breakdowns are responded to with sufficient urgency to minimise impact on disabled people
Lighting	<ul style="list-style-type: none"> • Lighting in some locations may not be sufficient for those with sight impairments (e.g. Middlesex Street – entrance from car park to Tower, some shed areas on different sites) 	<ul style="list-style-type: none"> • Checks should be made to ensure that lighting is adequate in hallways, walkways and open areas, during hours of darkness • Lighting should be upgraded as required to meet minimum standards of illumination
Parking Facilities	<ul style="list-style-type: none"> • Disabled parking bays were not present at some sites • Garages at many sites not accessible by current standards • Where present, disabled parking bays should be appropriately signed 	<ul style="list-style-type: none"> • Create disabled parking bays compliant with accessibility dimensions • Consider providing accessible garages as part of any refurbishment or redevelopment • Install signage for disabled parking bays

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Procedures	<ul style="list-style-type: none"> • No process at most sites for identifying visitors who might require assistance in an emergency • Unclear if there is a process for checking effectiveness of escape strategies, especially for those with mobility issues 	<ul style="list-style-type: none"> • Sign-in process should be considered to identify people who may require assistance (e.g. in a fire evacuation) • Escape strategies should be clear and subject to testing, including for visitors
Ramps	<ul style="list-style-type: none"> • Some ramps are not appropriately contrasted to warn users of gradient change • Additional edging protection and handrails required on some ramps • Some ramps have surfaces which might be slippery when wet (e.g. bitumen felt which has worn away) 	<ul style="list-style-type: none"> • Ensure ramps have appropriate contrasting to warn users of change in gradient • Add edging protection and handrails to some ramps depending on dimensions and location • Consider whether surfaces are suitable and non-slip
Signage and Wayfinding	<ul style="list-style-type: none"> • Some sites lack adequate signage to direct people to key facilities, such as estate offices and communal halls, which would help generally and be of particular benefit to those with mobility issues and hearing impairments • Some buildings have accessible entrances and exits which are not clearly marked • Some signage is affixed at too high a level • Certain signs have unclear lettering or use capital letters, which can be harder to read by those with sight impairments 	<ul style="list-style-type: none"> • Ensure adequate signage is present to direct residents and visitors to key facilities • Signage should be mounted at a suitable level to be readable and use appropriate lettering • Accessible entrances and exits should be clearly signposted

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Staircases and steps	<ul style="list-style-type: none">• Contrasting nosings not present at some sites• Tactile paving not present in some locations• Handrails present only on one side of staircases or steps	<ul style="list-style-type: none">• Ensure tactile paving and stair nosings are present and contrast appropriately with surrounding steps• Staircases or steps with certain dimensions require handrails on each side, ensure that these are fitted
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