View from the Lock Keeper's plaza

8.0 Access Statement

8.1 Introduction

The designs have been developed in consultation with the client throughout RIBA stages 1 to 2. This will continue during RIBA stage 3 and 4, through to completion. An inclusion review was held in November 2021 with QMUL stakeholders. A further access workshop will be undertaken during RIBA stage 3.

This statement is intended to be an evolving document, which will record and explain decisions on accessibility at all stages. The document will evolve into the access strategy for Building Control submission and for on-going management of the completed building.

Access consultants Access Able have been engaged by the University to review the proposals, provide recommendations to the design team and have provided an Inclusive Design Strategy which is appended to this document.

The new SBM will be a new building and fully accessible, although access to the lower ground canalside area is restricted by site constraints (as set out in section 8.4). The refurbished lock-keeper's cottage was extended in 2005 and includes aspects of the design that would not meet current standards. General access will be improved by opening up the ground and upper floors more. 357 Mile End Road will involve a more substantial level of refurbishment which will enable new stairs and lifts to be provided that meet current standards.

8.2 Access requirements

The principal aim of the designers has been to enhance inclusion and maximise access for those with disabilities, whilst working within the constraints of the site. The proposed building arrangements and public realm have a clear and coherent layout that will aid legibility and the scheme improves access to and use of the canal and to 357 Mile End Road and the Lock Keeper's cottage.

The University is committed to providing fully inclusive and welcoming facilities for students, staff and visitors catering in an equal manner to all users. The University are employers and service providers under the Equality Act 2010.

The form of the Access Statement is based upon recommendations set out by the Disability Rights Commission (now part of the Equality and Human Rights Commission). Care has been taken in the integration of facilities for those with disabilities so that the inclusive nature of the University is fully reflected.

8.3 Source of guidance

The main source of reference is Approved Document M of the Building Regulations 2015 (incorporating 2020 amendments). This is supplemented by reference to BS8300:2018 (Design of an accessible and inclusive built environment, code of practice). Specific guidance is to be sought from the Approved Inspector up until Building control approval. Other design references in use for the project are:

- Current guidance on provisions of the Equality Act 2010
- Disability rights commission (DRC) Codes of Practice
- Guidance on Access Statements (DRC)
- Building Sight (RNIB)
- Designing for Accessibility, 2012 (CAE & RIBA)
- Sign Design Guide (JMU and the Sign Design Society)

8.4 Pedestrian Access

The public realm continues the existing principles established on site for a pedestrian centred campus. Approaching the site from the Mile End Road, a new threshold square creates a 'gateway' arrival space, providing a place to pause off the busy Mile End Road and directing them into the campus. The realigned Westfield Way provides a predominantly pedestrian thoroughfare with controlled access for vehicles via a rising bollard with a managed security presence. The main vehicle route will be defined by small upstand kerb to a shared surface with pedestrian and cycle priority.

The main entrance to the SBM is proposed from the West at ground floor level. The main entrance faces the campus and is located off Westfield Way. A helpdesk within the open administration office is located at ground floor adjacent to the foyer space.

A secondary entrance located at ground floor on the northwest corner creates a link with Lock Keepers Café and the landscaped Student Plaza. A further entrance located at lower ground floor provides access from the canal side. Additional doors at lower ground floor will provide further access to the canal side from the lower ground student study area. These doors will be managed and used within the summer months.

The main entrance to 357 Mile End Road is proposed on the West from a new courtyard space off the Mile End Road. The main entrance will be access controlled. An intercom will be provided for visitors. The main entrance opens onto a waiting area with reception desk. The reception desk will be primarily used for appointment evenings and will remain unstaffed during the day.

The main entrance to the Lock Keepers café is proposed on the West from the re-landscaped Student Plaza. The main entrance opens onto the café seating area. A secondary entrance to the south will provide a visual link with the canal side and SBM. An additional entrance in the form of sliding doors is located on the West, overlooking Mile End Lock. Access to the Lock Keepers café will be unrestricted during the café's operational hours.

Canalside access & Consultation

The access stair to the canalside will have shallow and wide steps, replacing the existing narrow and steep ramp and metal staircases. The inclusion of a new accessible ramp is not feasible given that the change in level dictated by the locks is approximately 2.5m and there isn't available space for the length of a ramp required.

It was identified in consultations with stakeholders, the CADAP and planning reviews that step-free access to the lower canal side area needed to be provided by access through both the SBM and 357 Mile End Road buildings and will be well-signed. A management procedure will need to be developed.

The canalside area itself will be greatly improved through re-surfacing, widening and the provision of opportunities to rest. The floating platforms will be developed to allow access for all with self adjusting hinged ramps or similar.

8.5 Cycle access and parking

It is proposed that the existing cycle parking to the side of Arts1 (along Westfield Way) be relocated to the re-landscaped area to the north of the Arts 1 building. This will provide improved security and natural surveillance than the current location. The existing cycle parking adjacent to the Lock Keeper's Cottage will be relocated to accommodate the new landscape proposals for the Student Plaza. A new secure centralised cycle hub will be provided adjacent to the Art's 1 Cloister for long stay cycle parking. For further detail refer to the landscape proposals and transport strategy under separate cover.

8.6 Vehicular access, servicing, and deliveries

The Mile End Campus benefits from good access to public transport and a cycle lane network. The new building is part of a long term strategy for the phased improvement and development of the campus that reduces the need for vehicle movements at the East Gate. It is proposed that with controlled access the only vehicle movements will be essential gas deliveries to the Priestley building, emergency vehicle access and designated drivers to access accessible parking spaces or drop off visitors with access needs close to building entrances.

Westfield Way, will provide a predominantly pedestrian thoroughfare.

View looking north from Westfield Way of SBM entrance

Access, parking and cycle parking

8.7 Waste management

The University operates a daily collection of general and recycling waste from non-residential buildings to externally sited bins. Within the current proposals it is intended to provide screened enclosures for these bins. These are collected on regular basis by the University's electric vehicles and taken to the waste management area to the north of the 'Curve' building. There the waste is compacted before being collected by refuse collection vehicles and taken off site.

8.8 Entrances

The entrance arrangement for the SBM, 357 Mile End Road and the Lock Keeper's Cottage are outlined in section 8.4. Building entrance levels have been designed to ensure that entrances are fully accessible with a maximum 1:20 gradient.

Revolving doors with a central pass door are favoured by the university for maintenance and heat loss reasons. This arrangement will be utilized for the SBM main west and secondary northwest entrances. The lower ground floor canal side entrance consists of automatic opening powered swing doors.

Due to its prominent street facing location, the main entrance to 357 Mile End Road will be access controlled with a visitor intercom. The entrance door will be a single leaf automatic opening powered swing door. The café within the Lock Keepers Cottage will be open to students, staff, and visitors

1. Designated accessible parking
2. Westfield Way
3. Campus entrance
4. Covered cycle parking
5. Relocated cycle parking
6. New short stay parking

of the campus. Entrances to the café will be either automatic opening powered sing or sliding doors.

8.9 Extended use and management

The SBM building will provide extended use of the lower ground to third floor student study areas with controlled access to academic and post graduate workspace on levels 04 and 05. The ground and lower ground floor teaching spaces can be used for events with associated foyer and student study spaces. Access to and from events will be via the main and secondary entrances at ground floor level.

357 Mile End Road will provide a new home for QMUL's legal advice centre (LAC). The LAC provides free legal advice services for members of the public and Queen Mary staff and students. Accordingly, 357 Mile End Road will be used to accommodate extracurricular classes, evening advice clinics and events outside of teaching hours.

Publicly accessible spaces are located on the lower three floor and will provide extended use. From the reception and waiting area at ground floor, access will be permitted to the multifunctional teaching space at lower ground and the consultation/meeting rooms at first floor. Student and staff workspaces on levels 02 and 03 will have controlled access.

The first floor of the lock keepers cottage will provide a bookable event space for the University. The extended use of these rooms will be determined by the University.

8.10 Internal space and movement

All stairs have been designed to meet Part K minimum requirements. Handrails will be provided to both sides of all flights and will extend 300mm beyond the top and bottom riser in line with Part M guidance. Step nosings will follow Part M guidance and provide adequate visual contrast.
The existing canal side access ramp has a gradient of 1:7 and is not accessible. It is proposed that the existing ramp is removed, and canal side access is provided by new external steps at either end of the building. For a fully accessible routes from the main campus to the canal side, the lifts inside the new SBM building will need to be used.

Each building will provide lift access to all areas. Two lifts are located within each of the SBM circulation cores. The lifts will have visual indication and voice announcement of floor level reached and controls will have visual contrast and tactile information. Platform lift will be used within 357 Mile End Road and the Lock Keepers Cafe. Proposed platform lift will satisfy the requirements of Part M guidance.

Doors will be designed in accordance with the Building Regulations and all double (or leaf and a half) doors on corridor routes will need to provide 800mm minimum clear width through one leaf (as Part M). The guidance within BS9999 for 850mm clear is not adopted. The door finishes will provide an appropriate light reflectance to contrast to walls/ architraves and the ironmongery. Ironmongery will be selected to take account of disabilities and general dexterity. Door closers will not be provided except where required for fire safety.

Corridor widths, lobbies and approaches to doors will be designed in accordance with Approved Document M and good practice. Surface finishes and colours will be selected in accordance with good practice and guidance set out in BS8300. This includes the design of the lighting and the acoustics.

8.11 Sanitary accommodation

Toilets are located within the SBM building at each level in the middle of the building plan. The number of WCs has been calculated in accordance with BS6465 for education environments with staff and students using the same WCs. The current provision meets the 25% uplift required for Unisex sanitary facilities. Accessible WCs are provided at all floor levels with alternating handing arrangements and flush handles. Sensor taps are proposed throughout to avoid contamination and improve accessibility. No baby change or hygiene rooms are proposed within the building but are provided elsewhere on campus.

8.12 Means of escape

Evacuation management policies, including Personal Emergency Evacuation Plans, will need to be developed by the QMUL management team. EVAC chairs are stored centrally on the campus. Wheelchair refuges will be provided within escape stairs or in designated spaces adjacent. Disabled refuge intercoms, linked to a panel beside the main fire alarm panel will be provided at each refuge point.

8.13 Wayfinding

Appropriate signage for the building, both internal and external, will be developed in accordance with the Sign Design Guide and in consultation with the signage supplier and the University. Signage and information points will also be provided as part of a Heritage Trail providing alongside the canal.

8.14 Role of access statement

The 'Access statement' (subsequently developed as the 'Access Strategy') is intended to be a live document, reviewed and updated by the University following the occupation of the building. It can also act as a useful tool for the future development of the building in relation to the Mile End Campus.

It is possible that in the future, the building may experience a significant change of use and in these circumstances this statement would be a useful starting point for considering new arrangements for access. The Access Statement / Strategy can also be used at a more detailed level: for example, when a student or member of staff with specific needs require adaptations to the building.

Summary

We believe that the new proposals for the School of Business and Management fully address the reasons for refusal of the 2019 application. The SBM proposal is a smaller footprint, a smaller overall floor area and one storey lower than the previous proposals and retains and remodels 357 Mile End Road.

The new proposals are also set within the relatively new planning context of the QMUL Mile End Campus Supplementary Planning Document and look to respond positively to the design principles established by the SPD.

The proposals include for the diverse and creative reuse of the two non-designated heritage assets along the canalside which will significantly improve the access and enjoyment of the two buildings which are currently under utilised.

The development of the three buildings together with the extensive new landscaping represent an overall improvement to the previous scheme.

Appendix A - Inclusive Design Statement

AccessAble

Inclusive Design Statement

Queen Mary
University of London

New School of Business & Management
New Legal Advice Centre (357 Mile End Road)
New café and student space (Lock Keeper's Cottage)

Contents

Page numbers

1.0 Introduction

1.1 Inclusive Design statement

This statement is based on proposed planning application drawings as well as a desktop review of the proposals to explain the proposed scheme and measures introduced or incorporated to facilitate access to and use by all. The report considers the potential access needs of students, employees and visitors using the proposed buildings and facilities, taking into account the needs of people with mobility, sensory and cognitive impairments. The report identifies the approach taken to inclusive design and indicates how the proposals meet relevant legislation, including Approved Documents M and K of the Building Regulations, and how the scheme follows best practice guidance such as BS8300:2018, Volumes 1 and 2 and identifies and responds to any potential Equality Act (Disability Duties).

This report covers approach and external areas within the site boundary, entrance, horizontal and vertical circulation and facilities within the new SBM building as well as the proposed alterations and refurbishments proposed at 357 Mile End Road and the Lock Keeper's Cottage.

This statement has been prepared by Karen Ross MSc, PgC, NRAC, Head of Consultancy for AccessAble and provides detail on the accessibility of the proposals for the proposed QMUL School of Business and Management.

AccessAble is the UK's leading provider of disabled access information. The organisation is committed to providing disabled people with the information required to make informed choices and to break down the barriers disabled people face accessing their community.

Founded by Dr. Gregory Burke, who is himself a wheelchair user, AccessAble was established in response to feedback from disabled people who said a lack of access information was a significant barrier.

AccessAble works closely with Queen Mary University of London and provides a range of services to a further 300 public and private sector clients. This includes the provision of accessibility guides to buildings and open spaces, design reviews of proposed projects, access audits giving advice on improvements and a wide range of online training courses.

1.2 Design proposals

The new School of Business and Management will provide 6 large teaching spaces, academic and Post Graduate workspaces, an office and helpdesk, a variety of student workspaces as well as PC labs. 357 Mile End Road will become home to the Legal Advice Centre and the Lock Keeper's Cottage will be refurbished to provide a café and student space.

It is also proposed to provide new public realm with landscaping and to improve access to the canalside.

The SBM building has a lower ground floor (teaching space, social study area and WC's/showers), ground floor (teaching space, social study area, student reception, group space and WC's) and the upper levels (1, 2 & 3) offer a mix of teaching, study, meeting rooms and WC's and levels 4 & 5 provide post graduate research areas as well as academic workspaces.

357 Mile End Road will house the Legal Advice Centre with public access to the ground floor and with study and workspaces on the 4 upper levels.

Lock Keeper's Cottage provides a ground floor café and WC's with study and flexible event space on the first floor.

1.3 Design approach

Queen Mary University of London (QMUL) recognises that everyone should be able to enjoy easy, inclusive access to their premises and environment. Removing barriers to access allows many more people to use facilities and services easily.

While removing or altering physical barriers can potentially be a challenge, improvements to services can also increase people's opportunity to engage, compensating, at least to some extent, for any unavoidable limitations to the physical environment.

Making access to buildings and their surroundings easier can also be a legislative requirement under the Equality Act 2010 which gives people protection from discrimination in a range of areas including, for disabled people, accessing services, education and employment. Organisations who have duties under the Act should ensure that they do not discriminate, which may mean that they need to adapt premises and environments to allow disabled people the same level of access and service as non-disabled people.

The design approach is therefore to ensure that the proposed development is easily and conveniently accessible for everyone, whilst also taking into consideration any particular needs that specific groups or individuals might have.

The design aims to take into account the requirements of the brief, implications and requirements of current legislation as well as best practice guidance. It also responds to any potential duties under the Equality Act 2010 and the requirements of the Building Regulations, Approved Documents M (Volume 2) & K.

1.4 Influencing legislation

The Equality Act 2010 gained Royal Assent on 8th April 2010 and Regulations and Codes of Practice replaced the duties of previous equalities legislation. The Act brought together, harmonised and in some respects extended equality law. Its aim was to make legislation more consistent, clearer and easier to follow in order to make society fairer.

The Act covers 9 protected characteristics which are:

Disability
Age
Race
Religion or Belief
Gender or sex
Sexual orientation
Gender reassignment
Marriage & Civil Partnership
Pregnancy & Maternity

The Equality Act 2010 sets out the ways in which it is unlawful to treat a person and introduced protection from three new forms of disability discrimination:

- Direct discrimination because of a disability in relation to goods, facilities and services
- Indirect discrimination, and
- Discrimination arising from disability

Direct discrimination is where a disabled person is treated less favourably than someone else because they have a disability. Indirect discrimination could apply when a policy, criterion or practice is applied or introduced to all individuals; but it has an effect that particularly disadvantages disabled people e.g. requiring a specific type of ID or a medical certificate. The Act also introduced a new form of discrimination, known as discrimination arising from disability. This occurs when a disabled person is treated unfavourably because of something connected to the disability e.g. lack of provision of information in accessible formats.

People and organisations who own or manage buildings and facilities and who have duties under the service provider, employer or other provisions of the Act, need to ensure that they do not discriminate against people with protected characteristics.

Service providers are required to make changes, where needed, to improve services for disabled customers or potential customers and the Act sets out three requirements for making reasonable adjustments:

- Adjustments to the way things are done (such as changing a policy),
- Adjustments to physical features (such as making changes to the physical environment to improve access)
- Adjustments involving the provision of auxiliary aids and services (such as providing information in accessible formats, hearing enhancement systems, special computer software or additional staff support when using a service).

Previously adjustments to premises and to policies practices and procedures had to be made by service providers only where it would otherwise be 'impossible or unreasonably difficult' for a disabled person to use the service. Under the Equality Act, adjustments must be made

where disabled people experience a 'substantial disadvantage'. This means that service providers may have to make more adjustments. When considering physical access to the environment it is necessary to specifically take account of duties relating to disabled people and to consider potential barriers to access.

Unlike the duties on employers the service provider duties are anticipatory i.e. service providers are required to anticipate the needs of disabled people and to accommodate those needs in a wide variety of ways. The duty to make reasonable adjustments is also a continuous one so service providers need to review any changes they make at periodic intervals and make further changes if required.

The use of 'positive action' is voluntary and allows organisations to use a range of measures to meet the particular needs of people when they are providing goods, facilities and services. This will enable organisations to target their services to meet the needs of particular disadvantaged groups or even particular disabilities, if they wish to, in order to address disadvantage, particular needs or low participation.

These new duties came into force on 1st October 2010 and have now replaced former equalities legislation including the Disability Discrimination Act 1995 and 2005 (DDA).

The management /service provider at SBM, 357 Mile End Road and Lock Keeper's Cottage will have employment duties, duties with regard to access to goods, facilities and services (where members of the public access their services) as well as further education duties.

With regard to employment they do not need to anticipate what existing or potential employees may need but rather they should not dismiss or refuse to appoint a person on the grounds of their disability.

The duties in regard to access to goods, facilities and services cover all organisations that provide goods, facilities or services to the public, whether paid for or free.

It is for the service provider to decide what is reasonable in their case.

According to literature provided by the Equality & Human Rights Commission several factors have a bearing on whether a change is a reasonable one, particularly for physical adjustments to premises. These include:

- where the treatment is necessary in order to avoid endangering the health and safety of any person
- where the disabled person is incapable of entering into a legally enforceable agreement or of giving informed consent
- if they would otherwise be unable to provide the service to the disabled person or other members of the public
- when greater expense is involved in providing a special service for a disabled customer
- when an adjustment would fundamentally alter the nature of a business or service.

In addition, it is important to consider the numbers of disabled people on whom this may have an effect to be able to judge whether it is reasonable or not. Statistics indicate that 20% of the population have some form of disability, within this wheelchair users are the smallest category and figures indicate that there are a total of approximately 750,000 wheelchair users in the UK. This compares to a potential 5 million who have some form of mobility impairment (not including wheelchair users) and who can generally use suitable designed steps with handrails, approximately 4 million people who are deaf or hearing impaired, approximately 2 million who are blind or visually impaired as well as a further 3.9 million who have difficulty learning or understanding (neurodiversity).

1.5 Principles of Inclusive Design

An inclusive environment is one that can be used by everyone, regardless of disability, age, race or background. It comes from a creative and flexible approach to design and management that embraces diversity and offers solutions that will benefit as many people as possible.

Inclusive Design is an approach to design that, by placing people at the heart of the design process, enhances the quality of our spaces and places, ensures their continuing relevance and minimizes the need for awkward, costly and unsightly alteration in the future.

The principles of Inclusive Design, as set out by CABE are:

- Easy to use and being versatile are important features of an Inclusive Design. “Ease of use" means that access to, and enjoyment of, an environment should require minimal strength stress and effort and should be achievable in comfort; independently and/or with assistance delivered on the users’ terms. "Versatility" suggests a lack of prescription in a design and as a result, flexibility in use. Versatile solutions take into account diverse and evolving needs, whilst minimizing the need for structural adaptation - an essential aspect of sustainability.

- Logical, safe and legible are essential aspects of Inclusive Design, because logical layouts and clear sightlines enable spaces and places to be understood without recourse to excessive text based signage. They inspire a sense of security and promote confidence, minimising the need for active surveillance and/or personal support.

- Convenient and enjoyable for all, means that services and environments should be designed with diversity in mind; addressing the specific and potentially conflicting physical, sensory, cognitive and social needs of people protected by current equalities legislation. This should ensure that barriers are designed out and flexibility built in. The provision of accessible, essential and appropriate services to support a development will also provide for and will enhance independence and contribute to the cohesion and sustainability of the community.

- The success of Inclusive Design will often be affected as much by its management as by its physical form. Shortcomings in the latter frequently place unreasonable and unsustainable demands on the former, and vice versa. Implications for the management of

spaces and places, particularly when considering diverse and changing needs, should be considered and resolved at the earliest design stages.

Inclusive Design goes beyond traditional concepts of accessibility and takes into account the diversity and complexity of our communities and is informed by the Equalities Act 2010 which superseded the Disability Discrimination Act.

It also goes beyond the requirements of Building Regulations. The application of Inclusive Design principles is an art; the art of the possible and is not bound by the strict limits of prescribed regulation. It is essential nonetheless to ensure that any interpretation of Inclusive Design principles does not undermine the ability of Building Control Officers or Approved Inspectors to ensure regulatory compliance at a later and more detailed design stage. Key references are:

- Part M - Access to and use of buildings;
- Part K - Protection from falling, collision and impact; and
- Part B – Fire safety

Accommodating the needs of disabled people will also help to address issues of age and background as long as disability is considered in the broadest sense e.g. improving path surfaces benefits a wide range of people including wheelchair users, people with impaired mobility, people with impaired sight as well as families with pushchairs.

It may not always be feasible to do everything for everyone; the idea is to strike a balance so that everyone can enjoy the experience as far as possible.

Simply following design specifications may not necessarily result in an inclusive experience, but common sense and a creative approach are needed to find the solutions that work best for a particular setting or site.

Common issues are usually about parking and approaches, entrances, internal circulation, toilets (if or where provided), signage and information.

Improvements may involve physical adaptation e.g. re-laying uneven paths or finding shorter alternative routes. Maintenance can also have a big impact e.g. maintaining colour contrast, ensuring doors are easy to operate or repairing damaged paths.

Choice can also be important to ensure that visitors can decide how they want to use and enjoy the space. Some will visit independently, others with family friends or as part of a larger group. It is important to consider all of these and to provide clear information to help people make choices about when and what to visit.

1.6 Consultation

James Taylor (Nicholas Hare Architects) consulted AccessAble (Consultancy) for further guidance with regard to the proposals and requested a review of the proposed designs and

the preparation of an Inclusive Design Statement to demonstrate the university's commitment to providing reasonable access for disabled people within the potential limitations of the site, the nature of the service and 'reasonable' provision.

A copy of the design review report prepared by AccessAble is Appended to this Statement for information.

2.0 External areas & parking

2.1 Pedestrian approaches and landscaped areas

The project includes external areas to the west, north and south of the new building as well as the canalside path located to the east.

The area to the west of the new building is to be landscaped to provide an open plaza with planting, seating and cycle parking. This area will provide a social space, will link the proposed new building with other buildings across the site and provide a level approach to the main entrance.

Raised planters will provide seating and will be located to give clear routes and views to the entrance and to the adjacent Lock Keeper's Cottage.

Cycle parking and any other street furniture will be located to keep main circulation routes clear of obstructions. Route widths will be sufficient for people, including wheelchair users, to pass others travelling in the opposite direction.

The secondary entrance is at the north west of the building and access is off the approach to the Lock Keeper's Cottage. Further seating and planting will be provided in this area, following the principles set out above.
A new paved area on Mile End road is also provided giving access to the canalside path and the pedestrian route described above.

2.2 Vehicular routes & parking

2.2.1 Vehicular route

There is a vehicle route, Westfield Way, from Mile End Road that runs in front of the new building to serve accessible parking for designated users only and provide access for servicing and emergency vehicles. This route will be level with the surrounding pedestrian areas and will be demarcated with a visually contrasting finish.

There will be traffic calming measures installed along the route to restrict speeds. It is anticipated that there will be clearly marked pedestrian crossing points at suitable locations to give easy and convenient access to the building entrances. Tactile paving will be provided at the crossing on Mile End road and at the crossing points along Westfield Way.

2.2.2 Drop-off & Blue Badge parking

A drop off / passing bay has been positioned opposite the main SBM entrance with space for up to 2 vehicles (15m linear length to kerb).

The accessible parking bays are a reprovision of the existing 5 bays in this area of the campus. The two spaces on the side of the road closest to SBM are approx. 32m from the secondary entrance off lock keeper's square.

There will be level access between the blue badge parking bays and the main SBM entrance. Markings/signage/bay dimensions will be in accordance with regulations A signage strategy is being developed at Stage III in line with existing university signage and planning applications across Campus

2.2.3 Cycle parking

Cycle parking will be provided in the landscaped plaza and will be located clear of main pedestrian routes to avoid potential obstructions. The cycle parking will allow space for non-standard cycles such as adult trikes.

2.2.4 Surfacing and street furniture

All new external pedestrian routes will have consistent and flush surface hard landscaping. Surface materials will be firm, durable, reasonably smooth and slip-resistant in all weathers. Drainage channels, where needed, will be positioned outside the access route if possible. If set within the access route, they will be flush with the surface and designed to avoid trapping walking aids and wheels. The design of the external spaces will provide some visual contrast to assist in wayfinding.

Street furniture such as seating will be grouped or aligned wherever possible to avoid obstructing routes and positioned at or beyond the edge of pedestrian access routes so as not to cause an obstruction or hazard. Some seating will be provided with backrests and armrests to facilitate use and with space for wheelchair users to sit next to seated companions.

2.2.5 Canalside

There are existing steps to the canalside path accessed via a narrow route behind the Arts Research Building. The steps are steep and narrow. A new route is proposed leading directly to the canalside area from Mile End Road.
The new building will be set back from Mile End Road giving a paved area between the road and the building façade. A gate from this area will give access to a new flight of steps down to the canalside. The gate to the steps will be open during daylight hours.

The overall change of level is 2.7m and so it is not possible to provide ramped access to the canalside path, however the new steps will be wide and shallow with handrails to give easy and convenient access. Current Building Regulations and best practice guidance suggests

that where there is a rise greater than 2m a lift should be provided, however the provision of an external lift is not considered reasonable in this location for reasons of management and maintenance.

It is noted that there is step-free access to this area via the new building which has lift access to the lower ground floor (this route will only be available during opening hours and will be clearly signed).

The steps will be designed following guidance in Approved Document M and BS8300:2018, Volume 1 and will have 150mm risers and 300mm goings with suitable colour contrast nosings and handrails to both sides.

The canalside path will be improved and resurfaced and will be wider than existing. Doors will open out from the new lower ground floor café and there will be seating for cafe and public use.

Any fixed seating will be provided with backrests and armrests to facilitate use and with space for wheelchair users to sit next to seated companions.

The canalside path continues north alongside the proposed new building where there is an existing ramp leading up to the Lock Keeper's Cottage. The ramp is steep with a gradient of approximately 1 in 7. This steep ramp is to be replaced by steps.

The steps will meet guidance in Approved Document M (ADM) with suitable dimensions, nosing and handrails.

3.0 New School of Business & Management (SBM)

3.1 Entrances

3.1.1 Main entrance

It is proposed that the main entrance has two revolving doors with a centrally located pass door. The pass door will be powered, have a level threshold and an opening width of at least 1000mm.

The manual controls for the door will meet ADM guidance on height and location.

The entrance will be clearly identifiable on approach and glazed areas will have suitable manifestation in line with guidance in ADM and Approved Document K.

Any entrance matting will have a wheelchair accessible surface.

3.1.2 Other entrances/exits

The secondary entrance will also have a revolving door and pass door arrangement

The pass door will be powered, have a level threshold and an opening width of at least 1000mm.

The manual controls for the door will meet ADM guidance on height and location.

The entrance will be clearly identifiable on approach and glazed areas will have suitable manifestation in line with guidance in ADM and ADK.

Any entrance matting will have a wheelchair accessible surface.

The doors at lower ground floor level between the café and the canalside path are swing doors and will have a clear opening width of at least 800mm through each leaf.

If the door opening pressure exceeds the 30N maximum recommended in ADM the doors will be powered with manual controls which will meet ADM guidance on height and location.

Glazed areas will have suitable manifestation in line with guidance in ADM and ADK.

Fire exit doors from the stairs will meet the requirements of Approved Document B.

3.2 Entrance foyer

The entrance foyer is spacious and unobstructed and gives access to the stairs, lifts and internal accommodation.

There is a help desk to one side. The desk has adequate space in front of the desk for visitors. The desk design will follow guidance in ADM and BS8300:2018, Volume 2, to allow easy access to wheelchair users and people of short stature.

The desk will be fitted with a hearing assistance system for the benefit of hearing aid users.

There will be guarding below the stair in any circulation areas where the soffit is lower than 2.1m.

3.3 Circulation and wayfinding

3.3.1 Horizontal circulation

Corridors meet ADM guidance on width and are in excess of 1200mm wide with passing and turning spaces for wheelchair users.

The clear opening width though a single door and one leaf of double doors is at least 800mm and door opening force will also be in line with the ADM requirement.

All doors have a 300m nib adjacent to the leading edge of the opening side in accordance with guidance in ADM.

Controls and switches will be fixed at a height that can be easily reached; this is between 400mm and 1200mm above floor level for switches, and 750mm to 1200mm above floor level for controls that require precise hand movement.

See section on vertical circulation for details of stairs and lifts.

3.3.2 Finishes and wayfinding

The layout of the building will be legible with onward routes clearly visible from entry allowing easy navigation and circulation.

Visual contrast will be used to identify areas and facilities and to aid orientation, with a good level of contrast between floors, walls and doors. Generally, door frames will contrast with surrounding walls and any columns in circulation areas will have visual contrast to ensure visibility.

Signs will be clear and concise, logically located and designed to be easily visible and read, all following good practice guidance. Tactile information will be provided where appropriate.

Floor levels will be clearly indicated with signs visible from lifts and stairs.

3.4 Workspaces, teaching and learning areas

Where provided offices, meeting rooms and study areas are all adequately sized to allow wheelchair access, though the furniture may have to be rearranged in the smaller rooms.

Teaching rooms and study spaces will have a flexible furniture layout allowing space for wheelchair circulation. Larger meeting and teaching rooms will be fitted with hearing enhancement systems.

4.0 Café

The café is open plan with a servery counter to one side. Circulation routes will allow easy access to all areas and the counter will be designed to serve wheelchair users and people of short stature. It is anticipated that any freestanding tables and chairs will allow easy wheelchair access.

Doors from the café will open out onto the canalside area. The swing doors will have level thresholds and give a clear opening width of at least 800mm through each leaf. If the door opening pressure exceeds the 30N maximum recommended in ADM the doors will be powered with manual controls which will meet ADM guidance on height and location.

5.0 Sanitary accommodation

5.1 Overall strategy

A variety of WC accommodation types is provided including unisex wheelchair accessible facilities and a Changing Places facility.

5.2 Male, female and non-gendered WC accommodation

QMUL have advised that one cubicle per floor will be self contained with a basin. One per floor can be designated as ambulant and potential to allow for an enlarged cubicle reviewed. No urinals are to be provided. The layout and fittings will meet guidance in ADM.

Cubicles designed for ambulant disabled use will be 800mm wide with a higher toilet seat at 480mm, grabrails to side walls and an outward opening door, all in accordance with guidance in ADM.

The individual WCs compartments with a wash basin within the cubicle will also meet ADM guidance with regards to dimensions, fittings and finishes.

5.3 Wheelchair accessible WCs

The location of unisex wheelchair accessible WCs allows easy access from all parts of the building and meets the ADM requirement for a maximum 40m horizontal travel distance.

The wheelchair accessible WC layouts are handed to allow for left- and right-hand side transfer (and will be clearly signed).

The compartment size and layout will meet ADM guidance including fixtures, fittings, grab rails, mirror etc. The doors will open outwards.

A suitable emergency alarm system will be provided with alarm pull cords and resets located within reach of the WC and with the alarm linked to a staffed area.

It is noted that all wheelchair accessible WC compartments are 1700mm wide meeting good practice guidance in BS8300:2018, Volume 2.

A Changing Places toilet and a wheelchair accessible shower facility will meet best practice guidance in BS8300:2018, Volume 2.

6.0 Vertical circulation

6.1 Stairs

All stairs are for general use with the North and South flights having 160-170mm risers and 280mm goings and the central stair from Lower Ground to 2nd floor having 150mm risers and 300mm goings, meeting guidance in ADK.

All stairs are min 1600mm wide and 1400min between handrails.

Handrails will be provided to both sides of all flights, continuous to stairs and landings and at a height of 900mm to 1000mm to flights and 900mm to 1100mm to landings. The rail design will follow guidance in ADM extending horizontally 300mm beyond the top and bottom riser.

Step nosings will follow ADM guidance with adequate visual contrast.

6.2 Lifts

All areas have lift access with 4 lifts in total. The two centrally located passenger lifts will serve all floor levels.

The lifts will meet ADM guidance. All in-car controls will be between 900mm and 1200mm above floor level and at least 400mm from any return wall, lift call buttons between 900mm and 1100mm above floor level, a handrail to at least one wall and a door opening width of at least 800mm.

The lifts will have visual indication and voice announcement of floor level reached and controls will have visual contrast and tactile information.

There will be a 1500mm by 1500mm landing in front of the lift doors at each floor level.

Where lifts are designed to be used for firefighting lifts these will also meet ADM guidance as noted above and will meet the requirements of Approved Document B and the relevant British Standards.

7.0 Means of escape

7.1 Management strategy

Safe, efficient egress depends upon a combination of management procedures and building design. It is intended that management ensure that a comprehensive escape strategy for disabled people is developed and that staff are adequately trained. This strategy will include specific evacuation plans for people who need assistance, taking into account the building

design, the known needs of people working in a building, as well as the unknown needs of visitors. It is the responsibility of the management to ensure the safe evacuation of disabled students, employees and visitors.

7.2 Refuges
The proposals include 900mm x 1400mm refuge spaces at each upper level. Each refuge will have an emergency voice communication device meeting the standards in BS 5839-9. These will provide two-way communication and be linked to a central control point to allow management of evacuation and to meet the requirements of Approved Document B of the Building Regulations.

The devices will be useable by people with hearing impairments and will include an inductive coupler and be mounted at a suitable height.

7.3 Firefighting lifts
Where lifts are proposed for firefighting these will also be able to be used for emergency egress as part of a managed evacuation plan.

7.4 Sounders and beacons

Visual beacons will be provided in addition to sounders in accordance with guidance in ADM and in all areas of the building where an occupant might be alone.

7.5 Exit doors
Exit doors will have level thresholds and be of a suitable width.

4.0 357 Mile End Road (Legal Advice Centre)

4.1 Entrances

4.1.1 Main entrance

The main entrance door will be a swing door and will have a clear opening width of at least 800mm.

If the door opening pressure exceeds the 30N maximum recommended in ADM the door will be powered with manual controls which will meet ADM guidance on height and location.

Glazed areas will have suitable manifestation in line with guidance in ADM and ADK.

The entrance will be clearly identifiable on approach and glazed areas will have suitable manifestation in line with guidance in ADM and ADK.

Any entrance matting will have a wheelchair accessible surface.

Fire exit doors will meet the requirements of Approved Document B.

4.2 Entrance foyer

The entrance foyer gives access to the reception, stairs, lifts, and waiting room and meeting rooms.

There is a reception counter to one side. The desk has adequate space in front of desk for visitors. The desk design will follow guidance in ADM and BS8300:2018, Volume 2, to allow easy access to wheelchair users and people of short stature.

The desk will be fitted with a hearing assistance system for the benefit of hearing aid users.

4.3 Circulation and wayfinding

4.3.1 Horizontal circulation

The clear opening width through a single door and one leaf of double doors is at least 800mm and door opening forces will also be in line with the ADM requirement.

All doors have a 300m nib adjacent to the leading edge of the opening side in accordance with guidance in ADM.

Controls and switches will be fixed at a height that can be easily reached; this is between 400mm and 1200mm above floor level for switches, and 750mm to 1200mm above floor level for controls that require precise hand movement.

See section on vertical circulation for details of stairs and lifts.

4.3.2 Finishes and wayfinding

The layout of the building will be legible with onward routes clearly visible from entry allowing easy navigation and circulation.

Visual contrast will be used to identify areas and facilities and to aid orientation, with a good level of contrast between floors, walls and doors. Generally, door frames will contrast with surrounding walls and any columns in circulation areas will have visual contrast to ensure visibility.

Signs will be clear and concise, logically located and designed to be easily visible and read, all following good practice guidance. Tactile information will be provided where appropriate.

Floor levels will be clearly indicated with signs visible from lifts and stairs.

4.4 Workspaces, teaching and learning areas

Where provided offices, meeting rooms and study areas are all adequately sized to allow wheelchair access, though the furniture may have to be rearranged in the smaller rooms.

Teaching rooms and study spaces will have a flexible furniture layout allowing space for wheelchair circulation.

Larger meeting and teaching rooms and any public meeting rooms will be fitted with hearing enhancement systems.

4.5 Sanitary accommodation

4.5.1 Overall strategy

A variety of WC accommodation type is provided including unisex wheelchair accessible facilities (levels Ground and 2nd).

4.5.2 Male, female and non-gendered WC accommodation

Where these are arranged as washrooms with cubicles and shared handbasin there will be one cubicle designed for ambulant disabled use in each washroom. The layout and fittings will meet guidance in ADM.

The cubicle designed for ambulant disabled use will be 800mm wide with a higher toilet seat at 480mm, grabrails to side walls and an outward opening door, all in accordance with guidance in ADM.

The individual WCs compartments with a wash basin within the cubicle will also meet ADM guidance with regards to dimensions, fittings and finishes.

4.5.3 Wheelchair accessible WCs

The location of unisex wheelchair accessible WCs allows easy access from all parts of the building and meets the ADM requirement for a maximum 40m horizontal travel distance.

The wheelchair accessible WC layouts are handed to allow for left- and right-hand side transfer (and will be clearly signed).

The compartment size and layout will meet ADM guidance including fixtures, fittings, grab rails, mirror etc. The doors will open outwards.

A suitable emergency alarm system will be provided with alarm pull cords and resets located within reach of the WC and with the alarm linked to a staffed area.

4.6 Vertical circulation

4.6.1 Stairs

The main stair will run from basement level to level 3.

The stair will have 150mm risers and 300mm goings and are dog-leg with level landings between flights, meeting guidance in ADK.

The stairs will meet the min width requirements of ADM and BS8300:2018, Volume 2 (1200mm wide and 1000min between handrails).

Handrails will be provided to both sides of all flights, continuous to stairs and landings and at a height of 900mm to 1000mm to flights and 900mm to 1100mm to landings. The rail design will follow guidance in ADM extending horizontally 300mm beyond the top and bottom riser.

Step nosings will follow ADM guidance with adequate visual contrast.

4.6.2 Lifts

All floors have lift access.

The lift is existing and will be replaced and upgraded as far as possible to meet current guidance. Where feasible all in-car controls will be between 900mm and 1200mm above floor level and at least 400mm from any return wall, lift call buttons between 900mm and 1100mm above floor level, a handrail to at least one wall and a door opening width of at least 800mm.

Where possible the lift will have visual indication and voice announcement of floor level reached and controls will have visual contrast and tactile information.

There is a 1500mm by 1500mm landing in front of the lift doors at each floor level.

4.7.0 Means of escape

4.7.1 Management strategy

Safe, efficient egress depends upon a combination of management procedures and building design. It is intended that management ensure that a comprehensive escape strategy for disabled people is developed and that staff are adequately trained. This strategy will include specific evacuation plans for people who need assistance, taking into account the building design, the known needs of people working in a building, as well as the unknown needs of

visitors. It is the responsibility of the management to ensure the safe evacuation of disabled students, employees and visitors.

4.7.2 Sounders and beacons

Visual beacons will be provided in addition to sounders in accordance with guidance in ADM and in all areas of the building where an occupant might be alone.

4.7.3 Exit doors
Exit doors will have level thresholds and be of a suitable width.

5.0 Lock Keeper's Cottage (refurbishment) (Café, student spaces and flexible event space)

5.1 Entrances

5.1.1 Main entrance

The main entrance door will be a swing door and will have a clear opening width of at least 800mm.

If the door opening pressure exceeds the 30N maximum recommended in ADM the door will be powered with manual controls which will meet ADM guidance on height and location.

Glazed areas will have suitable manifestation in line with guidance in ADM and ADK.

The entrance will be clearly identifiable on approach and glazed areas will have suitable manifestation in line with guidance in ADM and Approved Document K.

Any entrance matting will have a wheelchair accessible surface.

Fire exit doors will meet the requirements of Approved Document B.

5.2 Entrance foyer

The entrance foyer gives access to the cafe, stairs, lift, and WC facilities.

There is a café serving counter. The counter has adequate space in front for customers. The counter design will follow guidance in ADM and BS8300:2018, Volume 2, to allow easy access to wheelchair users and people of short stature.

The counter will be fitted with a hearing assistance system for the benefit of hearing aid users.

5.3 Circulation and wayfinding

5.3.1 Horizontal circulation

Where feasible the clear opening width though a single door and one leaf of double doors is at least 800mm and door opening forces will also be in line with the ADM requirement.

All doors have a 300m nib adjacent to the leading edge of the opening side in accordance with guidance in ADM.

Controls and switches will be fixed at a height that can be easily reached; this is between 400mm and 1200mm above floor level for switches, and 750mm to 1200mm above floor level for controls that require precise hand movement.

See section on vertical circulation for details of existing stairs and lift.

5.3.2 Finishes and wayfinding

The layout of the building will be legible with onward routes clearly visible from entry allowing easy navigation and circulation.

Visual contrast will be used to identify areas and facilities and to aid orientation, with a good level of contrast between floors, walls and doors. Generally, door frames will contrast with surrounding walls and any columns in circulation areas will have visual contrast to ensure visibility.

Signs will be clear and concise, logically located and designed to be easily visible and read, all following good practice guidance. Tactile information will be provided where appropriate.

Floor levels will be clearly indicated with signs visible from lifts and stairs.

5.4 Workspaces, teaching and learning areas

Social and event spaces are all adequately sized to allow wheelchair access.

Any public meeting room/space will be fitted with hearing enhancement systems.

5.5 Sanitary accommodation

5.5.1 Overall strategy

A variety of existing WC accommodation type is provided including unisex wheelchair accessible facilities.

5.5.2 Male, female and non-gendered WC accommodation
The proposal allows for the refurbishment of the existing WC accommodation.

Where feasible there will be one cubicle designed for ambulant disabled use. The layout and fittings will meet guidance in ADM.

The cubicle designed for ambulant disabled use will be 800mm wide with a higher toilet seat at 480mm, grabrails to side walls and an outward opening door, all in accordance with guidance in ADM.

5.5.3 Wheelchair accessible WC

There is an existing accessible WC on the ground floor and which meets the ADM requirement for a maximum 40m horizontal travel distance.

The wheelchair accessible WC layout is as existing and provides a right hand transfer facility.

The compartment size and layout meets ADM guidance including fixtures, fittings, grab rails, mirror etc. The door opens outwards.

A suitable emergency alarm system will be provided with alarm pull cords and resets located within reach of the WC and with the alarm linked to a staffed area.

5.6 Vertical circulation

5.6.1 Stairs

The existing stair links the ground and first floors.

The stairs are existing with level landings between flights, meeting guidance in ADK, the width of the stairs is 1000mm.

Handrails will be provided to both sides of all flights, continuous to stairs and landings and at a height of 900mm to 1000mm to flights and 900mm to 1100mm to landings. The rail design will follow guidance in ADM extending horizontally 300mm beyond the top and bottom riser.

Step nosings will follow ADM guidance with adequate visual contrast.

5.6.2 Lifts

Both floors have lift access.

The lift is existing and will be upgraded as far as possible to meet current guidance. Where feasible all in-car controls will be between 900mm and 1200mm above floor level and at least 400mm from any return wall, lift call buttons between 900mm and 1100mm above floor level, a handrail to at least one wall and a door opening width of at least 800mm.

Where possible the lift will have visual indication and voice announcement of floor level reached and controls will have visual contrast and tactile information.

There is a 1500mm by 1500mm landing in front of the lift doors at each floor level.

5.7.0 Means of escape

5.7.1 Management strategy
Safe, efficient egress depends upon a combination of management procedures and building design. It is intended that management ensure that a comprehensive escape strategy for disabled people is developed and that staff are adequately trained. This strategy will include specific evacuation plans for people who need assistance, taking into account the building design, the known needs of people working in a building, as well as the unknown needs of visitors. It is the responsibility of the management to ensure the safe evacuation of disabled students, employees and visitors.

5.7.2 Sounders and beacons

Visual beacons will be provided in addition to sounders in accordance with guidance in ADM and in all areas of the building where an occupant might be alone.

5.7.3 Exit doors
Exit doors will have level thresholds and be of a suitable width.

6.0 Management

6.1 General management issues

The accessibility management strategy for the building will include training of staff responsible for day-to-day contact with students and visitors using the building and facilities to ensure awareness of access issues.

The following management and maintenance issues will be considered by the occupier to ensure that access is achieved and maintained:

- external routes – keeping in good repair and free of obstructions and leaves, ice, snow and surface water;
- doors – adjustment of door closers, ironmongery kept in good working order;
- horizontal circulation – keeping routes free from obstructions, keeping furniture layouts and seating arrangements accessible;
- vertical circulation – regular checking of lifts to ensure floor of car aligns with finished floor level;
- WCs – checking manoeuvring space in accessible compartments not obstructed by
- bins, sanitary disposal equipment etc., replenishment of toilet paper and paper towels in accessible WCs as well as other WCs;
- communication – new signs to integrate with existing sign system, no ad hoc homemade signs, and all information kept up-to-date;
- hearing enhancement systems – advertising, regularly checking and maintaining;
- alarm systems – checking and staff training in procedures;
- surfaces – ensuring cleaning does not cause slippery surfaces, maintaining junctions to avoid worn surfaces becoming tripping hazards, replacing like with like, maintaining visual contrast in redecoration;
- lighting – replacing of bulbs, keeping windows and light fittings clean;
- means of escape – specific evacuation strategies to be devised for people who need assistance, staff training to be provided as well as regular practices, maintenance of fittings and equipment, reviewing evacuation procedures.

Prepared for and on behalf of Queen Mary, University of London by Karen Ross MSc, PgC, NRAC (Auditor), Head of Consultancy, AccessAble & Barbara Harrison MSc, Dip COT, Access Consultant.

March (updated April) 2022

Karen Ross MSc, PgC, NRAC (Auditor)
Head of Consultancy, AccessAble

Barbara Harrison MSc, Dip COT
Access Consultant, AccessAble

Appendix 1 – Sources of guidance consulted by AccessAble in preparation of Access Statement

- 🕮 BS 8300-1:2018 & BS8300-2:2018 Design of an accessible and inclusive built environment, British Standards Institute www.bsi-global.com
- 🕮 Approved Document M: 'Access to and use of buildings', Volume 2 – Non-dwellings 2015 edition, (ISBN 9781859466094)
- 🕮 Disability Discrimination Act 1995 (The Stationery Office, 1995)
- 🕮 Disability Discrimination Act 1995 Code of Practice: Rights of Access, Goods, Facilities, Services and Premises (The Stationery Office 1995)
- 🕮 Equality Act 2010: What do I need to know? A summary guide for businesses who sell goods and services – Government Equalities Office, July 2010 (JN401727)
- 🕮 Equality Act 2010: What do I need to know? Quick-start guide for businesses who sell goods and services – Government Equalities Office, July 2010 (JN401727)
- 🕮 Equality Act 2010: What do I need to know? A summary guide to your rights – Government Equalities Office, July 2010 (JN401727)
- 🕮 Equality Act 2010: Technical Guidance on Further and Higher Education. Equality and Human Rights Commission (ISBN: 9781842066324)

This statement has been produced from an appraisal of the drawings and documents provided by the client and the guidance in BS8300 - 1:2018 (External environment) and BS8300 - 2:2018 (Buildings) Design of an accessible and inclusive built environment, and where relevant current Building Regulations, Approved Documents K and M and other best practice guidance.

This report and the guidance therein cannot ensure compliance with previous (Disability Discrimination Act 1995 and 2005) or current (Equality Act 2010) legislation. Equally, it cannot protect from potential claims of discrimination. We do not accept any responsibility for any direct or third-party loss or damages as a result of this document's use.

Drawing Access Appraisal QMUL, School of Business Management, 357 Mile End Road and Lock Keeper's Cottage

AccessAble

Ref	Feature	Comment/Guidance	Part M Vol 2	BS8300 – 1 or 2:2018	Actions/Recommendations	Responses
1	Approach to Main Entrance	The Main Entrance is not readily visible on approach from either side. In particular, a visually impaired person, using the building line for guidance, may not perceive the entrance until they are within the pedestrian flow. Clear signage at entrances is essential	2.5	(Part 2) 12	Confirm signage can be clearly seen from all approaches.	The entrance is marked by a projecting overhang and a break in the cladding from predominantly brick to predominantly glazed. Signage can be incorporated within the entrance recess and developed at stage 3.
2	Blue Badge Parking Bays	The designated Blue Badge Parking Bays are remote from the Main Entrance. It is not evident whether these spaces are on level ground, the dimensions nor whether the markings are in accordance with regulations. As the parking is not visible from the site entrance, it is essential that signage is provided for vehicle approach.	1.18 a – c and Diagram 2	(Part 1) 7.5	Confirm that an adequate number of bays are provided, and their characteristics meet the requirements.	The accessible parking bays are a reprovision of the existing 5 bays in this area of the campus. The two spaces on the side of the road closest to SBM are approx. 32m from the secondary entrance off lock keeper's square. LUC to comment on: - Levels - Markings - Signage There will be level access between the blue badge parking bays and the main SBM entrance. Markings/signage/bay dimensions will be in accordance with regulations. A signage strategy is being developed at Stage III in line with existing university signage and planning applications across Campus.
3	Drop off Point	No Drop off point for disabled passengers is provided near the Main entrance. This should be provided on firm level ground. There are no taxi waiting zones shown.	1.18 e	(Part 1) 6.1	Provide bays on level ground. Consider the provision of Taxi waiting zones in addition to drop off points for disabled passengers, within sight of the Main Entrance.	A drop off / passing bay has been positioned opposite the main SBM entrance with space for up to 2 vehicles (15m linear length to kerb). Level access as item 2 above.

Drawing Access Appraisal QMUL, School of Business Management, 357 Mile End Road and Lock Keeper's Cottage

Ref	Feature	Comment/Guidance	Part M Vol 2	BS8300 – 1 or 2:2018	Actions/Recommendations	Responses
4	Approach to Main Entrance	The bus route drops passengers at Mile End Row Bridge with a cycle path running between the bus stop and the site. The presence of the cycle path should be evident to all, including people with visual impairment, and there should be dropped kerbs (if necessary) and tactile warnings for the safety of all pedestrians. To be accessible the width of the walking route to the Main Entrance should be at least 1.8m to accommodate 2 wheelchair users passing each other, and preferably 2m in order to accommodate larger mobility scooters. Where the surface width is less than 1.8m passing places should be provided along the route.	1.6-1.13 1.2	(Part 1) 8.1.2 & 8.1.3	Confirm crossing safety on the cycle path and the surface width of this route. Confirm provision of passing places, if and where necessary.	The bus stop and cycle lane on Mile End Road site outside the application boundary. The TFL bus stop and cycle lane on Mile End Road have been designed to TFL road safety standards with tactile paving, level crossing and pedestrian priority (from bus stop to footway). Within the site boundary access routes to the QMUL campus have clearways of 1.8m minimum provided. Tactile paving and flush kerbing is proposed to all crossing points and will be fully detailed at stage 3. The main crossing point at the entrance of Westfield Way will have tactile paving and level access.
5	Main Entrance Doors	Revolving doors are not accessible. They create particular difficulties, and risk of injury, to people with assistance dogs (and the dog), to people with visual or mobility impairments and to people with wheeled or bulky luggage. The provision of an accessible pass door, while mitigating the problem, is potentially discriminatory. As a new build there should be no design obstacle to providing an accessible entrance. The smaller the diameter of a revolving door the greater risk to users. As drawn, the entrance presents several significant issues and obstacles: The enclosure of the right-hand door protrudes from the building line, creating a hazard for people walking up Westfield Way.	2.20 2.13-2.24	(Part 2) 8.3.1 & Table 2 8.1.2 12.1.1 11.5 (Part 2) 8.6.3	Confirm a Main Entrance is accessible to all, without segregation. Confirm door types and effective clear widths Confirm glazing manifestations at suitable heights, contrast and design on all glazed elements of the Main Entrance with designs of logos or symbols on moveable elements distinct from those on fixed elements. Confirm visual contrast elements of the entrance	QMUL to comment in relation to the revolving doors proposed. Change to a clam shell could be accommodated at stage 3 but heat loss / draughts would need to be addressed. Pass door should open out – plans to be amended – door is proposed as an automatic powered opening door and not requiring the 300mm – with a button positioned adjacent to the edge of the drum – detail to be developed at stage 3 – further discussion over alternatives welcomed at

Ref	Feature	Comment/Guidance	Part M Vol 2	BS8300 – 1 or 2:2018	Actions/Recommendations	Responses
		The pass door opens inwards but is set close to the enclosure of the revolving door without a 300mm space adjacent to the latch to enable a wheelchair user to open the door. A remote operator for the door would be difficult to place to avoid the risk of injury, particularly to a visually impaired person. The pass door is placed between the two revolving doors, in probably the least accessible and most hazardous position, entailing people with a range of disabilities having to cross the path of those entering and exiting the adjacent doors. A visually impaired person approaching from either side of the entrance and using the building line as a guide will be at risk of being caught by the moving door, or collision with others leaving the building. Anyone leaving the building will not have sight of a visually impaired person approaching prior to operating the revolving door. Once that door operation has commenced the individual cannot pause, potentially putting several people at risk. Once inside the building the reception point is immediately to the right. Any visitor, having entered by the pass door, will have to cross the path of others entering and leaving the building. It is strongly recommended that powered sliding doors be installed; curved doors within an enclosure similar to a revolving door in shape are acceptable provided that the effective clear door width at the entrance door and internal lobby door is at least 1000mm and preferably 1500mm. Any entrance door, including an entrance door in fenestration, should contrast visually with its immediate surroundings and should be well lit and clearly signed. It should not have a mirrored finish, and the frames to glazed doors should be distinguished from surrounding fenestration. Substantially glazed doors should have suitable manifestations. Manifestation should contrast visually with the surface behind it under both artificial and natural lighting conditions. The manifestation on moving elements should be distinct from that on fixed elements. It should be noted that it is preferable for manifestation to be of a distinct colour				stage 3 (centrally positioned pass door had been assumed as more egalitarian than to one side)

Ref	Feature	Comment/Guidance	Part M Vol 2	BS8300 – 1 or 2:2018	Actions/Recommendations	Responses
		and of a shape incorporating angles. Frosted effects, especially dots or circles, may appear to be an anomaly in the eye rather than a warning. The threshold should be level				
6	Secondary entrance	The comments above relating to the use of revolving doors also apply to this location. A ramped or sloped pathway is shown between Westfield Way and the secondary entrance. Please confirm details including width and gradient of path, level landings, handrails and upstands. The external steps at the secondary entrance should comply with all the details referred to in the section on steps and stairs and, in addition, should have appropriate handrails splitting the steps into channels of not more than 1.8m. The threshold at the door should be level.	2.20 2.13-2.24	(Part 2) 8.3.1 & Table 2 8.1.2 12.1.1 11.5 (Part 2) 8.6.3		LUC to comment & add additional handrails as required. The stepped access will comply with Part M requirements including tread/going dimensions, landings and hand rails. Designs to be further developed at Stage 3. There is a single section of ramping, which is 1:15 over 3.35m linear length, (hand rails and level landings to Part M compliance). Ramp section currently 1.5m wide, but can be increased to 1.8m if required at Stage 3 (Noting this will cause a loss in planted landscape).
7	Canal side entrance/exit doors Floor B1	The glazed doors should comply with the regulations regarding level threshold, door furniture, maximum operational force required, contrasts and manifestation. It may be preferred to install automatic or power assisted doors to ensure secure closure and full access.	2.13-2.24	(Part 2) 8.3.1 & Table 2 8.1.2 12.1.1 11.5 (Part 2) 8.6.3		Noted. The primary doors are proposed as automatic powered.
8	Terrace entrance/exit doors Floor 04	The glazed doors should comply with the regulations regarding level threshold, door furniture, maximum operational force required, contrasts and manifestation. It may be preferred to install automatic or power assisted doors to ensure secure closure and full access.	2.13-2.24	(Part 2) 8.3.1 & Table 2 8.1.2 12.1.1 11.5 (Part 2) 8.6.3		These are for managed access – whether powered needs to be discussed with QMUL

Ref	Feature	Comment/Guidance	Part M Vol 2	BS8300 – 1 or 2:2018	Actions/Recommendations	Responses
9	Reception (hearing assistance)	Ensure suitable hearing assistance systems are available at reception/service desks.	3.6 a-g	(Part 2) 13.2	Confirm the provision of a hearing enhancement system and that this will be clearly signed and staff trained in its use	Loop assumed at SBM help desk (not strictly a reception though)
10	Waiting Area at Reception	There does not seem to be a convenient waiting area. Seating provided in waiting areas should be of various heights and with and without arm supports.	3.6 a-g	(Part 2) 15.3	Consider provision of a suitable waiting area.	FF&E design is indicative and to be developed further. Whole central area at ground floor is essentially a waiting area.
11	Horizontal circulation routes	Routes should be a minimum of 1500mm wide, 1800mm in heavier trafficked areas to allow two wheelchair users to pass each other. On Floor 01 the approach to the Tutorial Room does not appear to be wide enough. The corridor sections on all floors appear to be near the minimum and consideration should be given to improving the section on Floor 04, approaching the terrace. A 900mm clear space where a toilet door opens into a corridor which is not an escape route should be provided	3.14 a-l	(Part 2) Fig 8	Routes with a surface width of a minimum of 1500mm in low traffic areas should be provided and 1800mm in higher traffic areas sufficient for 2 wheelchair users to pass each other along a route. Please confirm route widths.	1500mm to be provided (approach to tutorial room is 1500mm) or greater if possible. Central corridors are just over 2.2m wide including the access to the terrace on level 4.
12	Door widths and design features	All internal doors appear to be of a good width and should ideally comply with the requirements of BS8300 – 2:2018 with the exception of some of the doors in toilet areas, addressed separately in this document. Best practice guidance recommends a maximum force of between 25 – 30Newtons. Best practice guidance recommends a return on the end of door handles to aid grip and reduce the potential of clothing getting caught All doors in circulation and activity spaces should be fitted with vision panels. Blinds over the panels can be used where privacy is required	3.10 a-m	(Part 2) 8.3.1 Table 2 8.4.1 8.4.2 8.4.1 Figure 6	Please confirm door widths (minimum 800mm) Ensure all doors are easy to open and door furniture is of a lever style and contrasts well against the colour of the door Ensure door furniture complies with the requirements of BS8300 – 2:2018. Please confirm arrangements for vision panels.	Door widths will comply with Part M. Door furniture will meet Part M requirements. Door furniture may meet BS8300 subject to review with QMUL during stages 3&4. Vision panels etc. to be developed at stage 3
13	Lobbies	Internal lobbies, such as those serving the teaching rooms on Floor 00, should meet the best practice guidance to allow room for a wheelchair user and assistant to remain clear of any door swing.	Diagram 10		Ensure that where provided lobbies allow people (including wheelchair users) to move clear of one door swing before negotiating the next.	Noted. Acoustician is also recommending additional lobbies for acoustics therefore needs review / development at stage 3.

Ref	Feature	Comment/Guidance	Part M Vol 2	BS8300 – 1 or 2:2018	Actions/Recommendations	Responses
					As doors can be a significant barrier to some disabled people ensure that lobbies are only provided where absolutely necessary	
14	Glazed doors	The presence of glass doors and substantially glazed panels should be made apparent by permanent manifestation. This is particularly important for the glazed doors opening to the canal side, where reflections and movements can be confusing. Manifestation should contrast visually with the surface behind it under both artificial and natural lighting conditions. The manifestation on moving elements should be distinct from that on fixed elements. It should be noted that it is preferable for manifestation to be of a distinct colour and of a shape incorporating angles. Frosted effects, especially dots or circles, may appear to be an anomaly in the eye rather than a warning	AD K	(Part 2) 8.3.6	Suitable manifestations will need to be provided to all glazed doors/side panels with permanent manifestation within two zones, from 85cm to 100cm from the floor and from 140cm to 160cm from the floor. The manifestations should contrast visually with the background seen through the glass in all light conditions. The edges of a glass door should also be apparent when the door is open.	Noted
15	Seating including external on the canal side	Seating should accommodate a range of users; some should have high backs and arms for support. Current best practice suggests seat heights of 380, 480 and 580mm above floor level. Armrests should be provided to help people lower themselves onto the seat and stand up. A supportive backrest should be incorporated for at least 50% of the length of the seat at a height of at least 30cm Seating and bench style seating should contrast with the background against which it is seen. It should not have a highly reflective finish. Seating and tables throughout should be spaced to accommodate a variety of users, including wheelchair users, electric mobility scooter users and people with assistance dogs. Where desks or workstations are provided it is good practice to provide some height adjustable desks. The height of a fixed desk should be between 730 and 750mm with a clear height under the desk of 700mm. A range of table heights should be available, with the clear space to the underside of the tables between 700mm and 800mm.	4.2	(Part 2) 15.1.1 – 15.1.5 17.6.1	Ensure that all seating areas are fully accessible to all potential users with seating of appropriate heights and design Ensure a range of accessible tables and desks are available	Noted FFE to be developed at stages 3&4 & LUC to comment Landscape external furniture will accord to adjacent comments as designs are furthered at Stage III.

Drawing Access Appraisal QMUL, School of Business Management, 357 Mile End Road and Lock Keeper's Cottage

Ref	Feature	Comment/Guidance	Part M Vol 2	BS8300 – 1 or 2:2018	Actions/Recommendations	Responses
18	Stairs	Flights should not contain more than 20 risers and, where practicable, the number of risers in successive flights should be uniform. The feature stair between Level B1 and Level 02 has a variable number of risers. The preferred dimensional ranges for steps and stairs are between 150mm and 170mm for the rise and between 250mm and 400mm for the going. Any nosing overhang should not be more than 25mm. Treads and risers should be solid and opaque. (Some partially sighted people can feel a sense of insecurity when looking through open treads (e.g., metal grille-type treads), and assistance dogs might refuse to proceed. Some neurological conditions also lead to difficulties stepping over open treads and in judging gaps. Each step nosing should incorporate a permanently contrasting continuous material for the full width of the stair on both the tread and the riser to help blind and visually impaired people appreciate the extent of the stair and identify individual treads. Appropriate visually contrasting handrails should be provided to both sides of all steps/stairs A sign indicating the number of the floor should be provided in each stairwell on the wall opposite the stair flight. It is particularly important that nosings and handrails are a good contrast with the background in all lighting conditions as there is full height glazing in the stairwells.	1.33	(Part 2) 10.1 10.1.4 10.2 10.1.4	Please confirm that the internal stairs (all) comply with the requirements for General Access Stairs and BS8300 – 2:2018 Please confirm that all handrails turn down or turn back at the ends to ensure that clothing or bags do not get caught. Please confirm the provision of signs within the stairwells (and opposite lifts)	Stairs will meet Part M standards not necessarily BS8300 ie. Fire escape stairs are currently 280mm treads not 300mm but central open stair is 300mm goings. Handrail ends will meet part M Signage to be developed at stages 3/4
19	Standard toilets	No provision has been shown for ambulant disabled people who may require enlarged cubicles or urinals at a lower level and appropriate support rails.	5.4 a-k 5.7 a-d	(Part 2) 18.5.4 Figure 47	Please confirm arrangements for enlarged cubicles and urinals.	WC provision can be developed. QMUL have advised that all individual WCs should be self contained with basins within them. One per floor can be designated an ambulant and potential to allow for an englarged cubicle reviewed. Client brief is for no urinals.

Drawing Access Appraisal QMUL, School of Business Management, 357 Mile End Road and Lock Keeper's Cottage

Ref	Feature	Comment/Guidance	Part M Vol 2	BS8300 – 1 or 2:2018	Actions/Recommendations	Responses
20	Accessible toilets	All accessible toilet provision should be provided in accordance with BS8300. As there are several accessible toilets planned a range of left hand and right-hand layouts should be provided and designed as per Figure 40. It should be noted that the minimum dimensions shown relate to the finished facility. If the completed toilet does not provide an unobstructed 150cm turning circle in front of the toilet pan the facility cannot be regarded as accessible. The accessible wcs shown have a range of issues, which should be considered and rectified as necessary: Level B1, the compartment does not appear to be minimum 2.2m long. Level 00, the door to approach the toilet provision is recessed, therefore inaccessible to a wheelchair user. The compartment is situated in an enclosed space; therefore the emergency alarm should be audible and visible on the main corridor as well as above the cubicle door. Beacon fire alarms should be provided in all enclosed toilet areas. Levels 01, 03 and 04, the opening door to the accessible wc will block anyone entering the area and may cause injury to either party. It is preferred that the door is hung with the latch side to the corridor, in order that anyone approaching is aware of a person using mobility aids (this is especially important for people using crutches or sticks where a minimal disturbance may unbalance them). Levels 02 and 05, the compartments look to be below the minimum size and both have been shown with a door swinging both ways. This arrangement is only acceptable where the internal finished dimensions are 1.5 x 2.2m clear of the door swing.	5.10 a-r Diagrams 18 - 20	(Part 2) 18.1.7 Figure 40 18.5.3.1 18.1.8	Colour contrast is extremely important in these facilities to ensure that fixtures and fittings are easily identifiable. Toilet roll holders can be difficult for people with poor manual dexterity to use – single sheet paper dispensers are preferred. Where will the emergency assistance alarm sound and who will respond? Also ensure that the emergency alarm reset can be easily reached from the WC pan in case of accidental activation. Best practice guidance recommends that coat hooks should be provided at two heights of approximately 1050mm affl and 1400mm. Best practice guidance recommends that back supports are provided. Best practice guidance recommends that sanitary dispensers are provided.	All noted – for stage 3 Level B1 – shown as an accessible shower – will be configured to meet Part M Level 0 – noted alternative arrangement to be reviewed at stage 3 Levels 1-5 – noted, to be reviewed at stage 3
21	Changing Places toilet Floor B1	A Changing Places toilet should be 3 x 4 metres as a minimum. Is the circulation space in the toilet lobby suitable for a possible larger size wheelchair to manoeuvre easily including the right-angle turn into the facility? It is not clear whether the toilet area on floor B1 is separated from the corridor by a door or not. If the area is enclosed the operation by a person using a larger sized wheelchair and the position of alarm signals must be considered.		(Part 2) 18.6 and Figure 48	Confirm the Changing Places facility complies with the requirements of BS8300 – 2:2018	3x4m is provided. Corridor is 2.050m wide. To be reviewed further at stage 3.

Ref	Feature	Comment/Guidance	Part M Vol 2	BS8300 – 1 or 2:2018	Actions/Recommendations	Responses
22	Access to planted areas	Level access should be provided to all external areas. Accessible routes that are firm and level and seating should be provided in garden spaces. Trees, planting and soft landscaping features should not be located on a clear route. If areas are to be used during darkness hours they should be well lit and any planting should not affect the functionality of lighting. Safety guarding must be provided at the canal side. Opportunity should be taken to provide sensory stimulation through fragrant planting and texture.		(Part 1) 10.9	Any garden areas should comply with the requirements of BS8300 – 2:2018 and be accessible for all potential users. Circular routes can also be helpful for some people with cognitive impairments who like to walk but find 'dead ends' potentially confusing	Level access is provided across the landscape design, to external paved areas and through planted areas where access is granted (i.e. via timber decked 'bridges'). Trees and street furniture has been designed where feasible to minimise clutter and has been set aside to ensure clear routes through campus are evident for the user (i.e. 1.8m clear width to routes un obstructed). A diverse palette of plants is proposed providing colour, texture, and scented flowers throughout the year.
23	Signage	Direction and location signage should direct people to key facilities e.g. toilets, exits etc As external access to the canal side is by steps with no accessible route clear indications should be given in the lifts and at the doors including information regarding any closing time for the building	2.5	(Part 2) 12	Clear direction signage should be provided to indicate the routes to and locations of key facilities e.g. toilets, accessible routes etc. Consider the use of tactile signs to assist people with visual and some cognitive impairments.	To be developed at stage 3.
24	Colour contrast	Colour contrast is important for people with visual impairment, cognitive impairment and other conditions to enable them to assess where fittings or features are located. This can easily be achieved when decorating by either ensuring that the walls are a darker colour against the fixtures and fittings or by providing coloured fixtures and fittings.		(Part 2) 8.3.4 9.1 11.1 Annex B	Ensure that walls, floors, ceilings, architraves, doors etc contrast against each other for ease of wayfinding and location of key facilities, fixtures and fittings.	To be developed at stage 3.
25	Lighting All areas	Best practice recommends that good lighting is essential for everyone for safety and visibility. Good light levels are particularly important in potentially hazardous areas such as stairwells or changes in level along a route. Lights should be positioned where they do not cause glare, reflection, confusing shadows, or pools of light and dark. Spotlights can create glare and discomfort as well as being visually confusing; uplighters on the other hand placed above		(Part 2) 14 & 14.1	Ensure all lighting is suitable for the intended use and does not create confusing shadows or pools of light and dark. Ensure any glare from windows or light fittings is minimised as this can have an adverse effect on some disabled people.	To be developed at stage 3.

Ref	Feature	Comment/Guidance	Part M Vol 2	BS8300 – 1 or 2:2018	Actions/Recommendations	Responses
		a standing person's eye level can deliver comfortable, glare-free illumination. Lighting systems must not interfere with hearing aids.				
26	Emergency egress	What procedures will be in place for emergency egress Are any of the lifts installed for evacuation purposes? Is any alarm system both audible and visual when activated to alert people with visual or hearing impairments? Audible and visual alarms are required within sanitary facilities.		(Part 2) 10.5.1 10.5.4 10.1.8 (BS9999) 46.4	Will any of the lifts be able to be used for emergency escape? A clear, easy to use communication system should be provided within the refuges – can this be confirmed? Consider the provision of drop-down seats within any refuges. Confirm audible and visual alarm. Will Personal Emergency Egress Plans be provided for individuals e.g., staff and/or regular visitors?	To be developed at stage 3.
27	Lock Keeper's Cottage	Existing facilities should be refurbished as necessary and upgraded where possible. Specific areas for consideration are the platform lift, the handrails and contrast nosings to the stairs and the serving counter. If possible the existing accessible toilet should be upgraded. As the lobby space is limited consideration could be given to creating an entrance from outside the building, adjacent to the entrance door. Although this solution would separate the facilities from the standard provision the advantage of free access would outweigh the division. It is appreciated that this is an historic building which was never intended for public access. As there is seating outside and minimal seating inside the alteration would create a more accessible facility.				Noted and agree. To be developed at stage 3.
28	357 Mile End Road	Existing facilities should be refurbished as necessary and upgraded where possible. Specific areas for consideration are the platform lift and the handrails and contrast nosings to the stairs.				To be developed at stage 3.

Ref	Feature	Comment/Guidance	Part M Vol 2	BS8300 – 1 or 2:2018	Actions/Recommendations	Responses
		Reception facilities should incorporate access for wheelchair users and suitable hearing assistance systems. Induction loop facilities should be provided for at least some of the meeting/consultation rooms. Care should be taken to ensure the field of the loop does not breach confidential discussions. The toilet facilities should be accessible at least to ambulant disabled people. Confirm whether the facilities are for the use of clients and visitors or whether they are solely for the use of staff. What procedures will be in place for emergency egress?		16.2-16.4 (Part 2) Figures 20 and 21 13.2 (Part 2)	Confirm the provision of a hearing enhancement system and that this will be clearly signed and staff trained in its use	

Barbara Harrison MSc, Dip COT
Access Consultant, AccessAble

Karen Ross MSc, PgC, NRAC (Auditor)
Head of Consultancy, AccessAble

March 2022

Updated April 2022