



Sutton Town Centre (Northern Gateway)

Accessibility Audit.

On behalf of London Borough of Sutton

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Sutton Town Centre - Access Audit Report

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Introduction

An accessible built environment has long been recognised as a core element of an inclusive society. An accessible environment provides citizens with autonomy and the means to pursue an active social, economic and independent life. Highway authorities are required by legislation to promote equality and to ensure that disabled people are able to contribute to and benefit from a fully inclusive built environment. The purpose of an accessibility audit is to establish how well a particular environment performs in terms of access and ease of use by a wide range of potential users, including people with sensory, mobility or mental impairment, and to recommend improvements where necessary.

The London Borough of Sutton (LBS) has appointed IATS (Inclusive Access & Training Services) to undertake an Accessibility Audit of the Sutton Town Centre (Northern Gateway) public realm environment between Benhill Avenue and Marshalls road, Sutton.

Terminology

Within the accessibility access report reference will be made to the following acronyms:

- IATS - *Inclusive Access & Training Services, we, the organisation conducting the pan-disability access audit.*
- LBS - Sutton Council or London Borough of Sutton.
- VIP's - *Visually Impaired People. All visually impaired people unless specific groups are referred to (i.e. Guide Dog users; White Cane Users).*
- 'Protected Characteristics' - *the relevant groups referred to in the Equality Act 2010 (i.e. Age; Disability; Gender).*
- People with disabilities - *disable people whether they have a physical, sensory, learning or mental health issue. When a feature or hazard has an impact on a particular group, this will be stated.*
- Lux - *the amount of illumination provided by a light fitting, that falls on a particular feature or area.*

Methodology

The Audit Team will comprise the following member:

Michael Parsons - LICW (Hons), NRAC

Access & Training Consultant, Inclusive Access & Training Services

Michael has 20+ years experience in the access industry working with clients in the private, public and voluntary sectors.

The purpose of this access audit is to identify barriers and hazards to mobility within the Sutton Town Centre (Northern Gateway) environment for disabled people, and to make recommendations as to how they may be overcome.

IATS access audits are carried out with reference to existing legislation, regulations and best practice guidance relating to the specific needs of disabled people and the overall development of inclusive environments. Our audit reports will therefore be based upon best practice guidelines contained within:

- *Equality Act 2010*
- *Equality & Human Rights Commission Statutory Code of Practice 2010*
- BS 8300: 2009 – Code of Practice – *The Design of Buildings and their approaches to meet the needs of Disabled People*
- Part M of the Building Regulations 2004
- *Inclusive Mobility: a guide to best practice on access to pedestrian and transport infrastructure*, Department for Transport 2005
- *Guidance on the use of Tactile Paving Surfaces*, Department for Transport 2007
- *Guidelines for Providing for Journeys on Foot*, CIHT 2000
- *Reducing Mobility Handicaps: Towards a Barrier-free Environment*, CIHT 1991
- *Designing for Accessibility*, Centre for Accessible Environments 2012
- *Design Manual for Roads and Bridges: HD42/05 Non-motorised User Audits*
- *London Borough of Sutton Planning SPG on Designing for an accessible environment March 1995*

We adopted a pragmatic approach when compiling this audit report in order to produce practical, real-life solutions to barriers and hazards identified during the access audit.

Emergency egress is not comprehensively reviewed as part of the access audit process and it is therefore recommended that a separate exercise should be undertaken, by a qualified expert, in this respect. Where access features are highlighted within the audit report that impinge upon egress arrangements then reference has been made to any issues arising but any such reference should not be taken as a formal review of emergency egress of the retail outlets.

Site Visits

Several site visits, six (6) in total, were carried out noting date, time of day, varying weather conditions, footfall and traffic flow. These visits were conducted on:

Date	Time of day	Weather conditions	Notes / Functions
01/10/15	11.00 - 13.00	Bright sunny day.	Initial reconnoitre. with PA.
05/10/15	10.00 - 14.00	Heavy rain / drizzle.	Auditing.
07/10/15	10.15 - 14.00	Drizzle / rain showers.	Auditing. Site Meeting with Sutton Vision.
09/10/15	14.00 - 16.30	Overcast with sunny periods.	Auditing. Observing during schools outlet times.
10/10/15	10.15 - 12.00	Overcast day.	Auditing. Observing functions on Market Day.
14/10/15	10.30 - 15.45	Overcast with sunny periods.	Final audit session. Site meeting with Sutton Shop Mobility.

Consultations

IATS consulted with various local groups and disability organisations on the needs of their specific interest groups. These were as follows:

Sutton Vision, Rebekah Kelly & Sue Christie (VIP) on site - 07/10/15

Sutton ShopMobility, Amanda Beck and client on site - 14/10/15

Sutton Seniors Forum meeting - 16/10/15

Age UK (Sutton), One Voice for Age Sutton meeting -19/10/15

Various Market Stall Holders throughout the timeframe.

Jigsaw4U did not respond.

The access audit followed a "Journey Sequence" through the area from Behhill Avenue to Marshalls Road, travelling in a northerly direction. The access audit identified physical, sensory, intellectual or organisational barriers and hazards in each section of the sequence.

The following elements are examined in the 'Journey':

- Wayfinding and signage
- Horizontal circulation (streets, alleys)
- Road crossings (Behhill Avenue, Greenford Road & Marshalls Road)
- Cyclists and Cycle Path
- Street levels
- Fixed and removable hazards
- Finishes (including roads, pavements, visual contrast and other critical surfaces)
- Resting areas and seating
- Building approaches and Entrances (in table format)
- Toilet facilities (where available)
- Lighting
- Communication and Information
- Market Stalls and Market Days
- Consultation Feedback (covered throughout the report)

Recommendations

Recommendations are made on how each barrier or hazard can be addressed and solutions are prioritised. For example those measures which need to be carried out immediately are distinguished from those which can be addressed as part of an ongoing routine maintenance schedule.

This access audit report highlights areas of good practice and also identifies situations where existing practice can be improved.

Categorisation of Recommendations.

Recommendations have been categorised in accordance with definitions described below:

- A An item which gives immediate concern to the health and safety of people, and which should be dealt with immediately;
- B An item which may be dealt with immediately as part of a management procedure or routine maintenance programme;
- C An item which may be part of planned works and does not require significant design or construction work;
- D An item which may require considerable design, structural and/or construction work.

The following headings are covered in the access report.

- Location
- Element
- Existing Situation
- Recommendation
- Category
- Photo Reference (available on request, where appropriate)

Sutton Town Centre - Access Audit Report

A - Wayfinding.

In general the upper, main part of the High Street (Waterstones to Benhill Avenue) appears to give the message that pedestrians are to walk down the centre of the High Street. This message is potentially compromised when the International Market is open.

When pedestrians reach Benhill Avenue, this message is changed where all pedestrians are required to walk either on the West or East side of the High Street. Between Benhill Avenue and Greenford Road there appears to be some confusion as to who has right of way in the High Street, giving a potential of collision between pedestrians with moving vehicles!

In the lower part of the High Street (Greenford Road to Marshalls Road) market stalls, with permits, can be located. When the market stalls are in operation (market stalls 1-30/31) the message to pedestrians is to walk either East or West of the stalls. We acknowledge that this mixed message may cause concern or confusion to those with learning difficulties, but recognise there is no simple solution.

Throughout the length of Sutton High Street there were no audible clues to enable VIPs to orientate themselves apart from five road crossings (Grove Road; Cheam Road; Benhill Avenue; Marshalls Road and Crown Road).

RNIB have developed an orientation system that enables blind and partially sighted people to orientate through a shopping precinct, such as Sutton High Street, without getting lost or confused, thus increasing their independence. The individual carries a small key-type fob which provides them with an audible clue of their whereabouts.

Recommendation - 1

LBS to investigate the installation of RNIB React system.

Category D

Recommendation - 2

If feasible, LBS to install and maintain the RNIB React electronic orientation system

Category D

Recommendation - 3

LBS to Investigate whether LBS Vision & Hearing could administer and promote the installation to their VIP clients or contracted out to voluntary sector (i.e. Sutton Vision).

Category B

Mobility Shuttle

The mobility shuttle which runs along the upper (southern) part of Sutton High Street, operating from Grove Road appears to terminate outside the Grapes Public House. The driver informed IATS that it operates on a six day, Monday to Saturday basis. There is a significant distance between the nearest transport links (St. Nicholas Way and Crown Road - northbound, and Marshall's Road and Throwley Way - southbound). It would assist many disabled and elderly people to use the lower (northern) part of the High Street if the mobility shuttle continued further North along to Asda. A shuttle customer stated that if the shuttle continued as far as Marshalls Road then they would be able to access Asda Supermarket more easily.

Recommendation - 4

Mobility Shuttle to continue through to Asda to assist the elderly, mobility impaired and ambulant disabled. (it is acknowledged that the Benhill Avenue crossing should need to become a controlled crossing for the shuttle to continue further North).

Category B

It was noted that many of the retail outlets had moveable street furniture (i.e. 'A' boards) located in the East or West walkway in the lower part of the High Street. This is likely to cause some confusion, collision or trip hazards to disabled people, especially as they are unable to walk down the centre of the street on market days.

Recommendation - 5

All moveable street furniture to be located in a specified area, along with fixed street furniture (refuse bins, planters, etc.).

This may be achieved by Sutton Council officers, education or regulation.

Category A

B - Road Crossings

The access audit considered three (3) road crossings on the perimeter of the specified audit area:

- Benhill Avenue,
- Greenford Road, and
- Marshalls Road.

In our opinion each one would have a significant impact on the regeneration of the lower (northern) part of Sutton High Street.

Marshall Road

This is a good quality controlled crossing. It has an audible signal, rotating cone, correctly laid tactile warning surface, and adequate time to cross the road. This controlled crossing is a clear example of GOOD PRACTICE.

When VIPs approach the crossing from the High Street in a north-bound direction there is no guidance path to direct them towards the crossing. Some with reasonable hearing may locate the crossing by sound, but those with dual sensory loss may walk into the oncoming traffic.

Demographics indicate the incidence of loss of sight and hearing may increase over the coming years.

Recommendation - 6

LBS to provide a tactile warning guidance path to direct VIPs towards the controlled crossing across Marshalls Road when approaching from the High Street.

Category A

Benhill Avenue

From our consultations with various local groups (i.e. Sutton Vision; Sutton ShopMobility; Sutton Seniors Forum; and Age UK Sutton) and the findings of the access audit Benhill Avenue was a significant barrier, both physical and psychological.

The barriers faced by many with 'protected characteristics' were as follows:

- Pedestrians not knowing when it's safe to cross (The Grapes to KFC or vice versa).
- Vehicles not stopping to allow pedestrians to cross.
- Vehicles, large and small, clipping the corner as they turned right into the High Street, creating fear when travelling south towards M&S. This action by drivers has caused significant damage to tactile warning surface on crossing point outside KFC.
- Insufficient tonal contrast to enable VIPs to identify difference between footpath and highway.
- Lack of kerb to assist Guide Dog users, causing confusion for the assistance dogs which are trained to stop at kerbs.
- No kerb for White Cane users to identify footpath parameters when travelling north.
- No guidance path to enable VIP's to identify location of tactile warning surface when crossing by The Grapes Pub.
- Confusion for many as to who has Right of Way, pedestrians or drivers?
- IATS spoke to several drivers, including a local medical practitioner (G.P.), who were also uncertain as to who had Right of Way.
- Cycle Path turns sharp right across front of KFC creating anxiety for mobility scooter users, mothers with buggies, VIP's, etc. (See Cyclists and Cycle Path).
- IATS noted that the double yellow lines in the Benhill Avenue / High Street area were very patchy and in urgent need of re-painting. A delivery van driver was unaware of their existence and parked across them and on the West side footpath (outside No. 207/209).

IATS observed an individual crossing the road from KFC towards the West and looking right ONLY before crossing which is the opposite direction from traffic flow. It was fortunate there was no vehicle present at the time the person crossed. It was clear he did not know who had right of way.

IATS also noted that people were walking in the middle of the road between Benhill Avenue and Greenford Road.

It is IATS considered opinion that many of the above issues would be minimised for people with 'protected characteristics' by altering the crossing across Benhill Avenue to a light controlled crossing (identical to Marshalls Road). By providing a controlled crossing the mobility shuttle would be able to travel further and disabled people, especially VIPs, would have greater independence.

Recommendation - 7

Redesign road layout, change pedestrian crossing and provide a light controlled crossing between The Grapes Pub and KFC.

Category A and D

Recommendation - 8

Provide a guidance path to enable VIPs locate the tactile warning surface when travelling north and attempting to locate the crossing from The Grapes Pub to KFC.

Category A

Recommendation - 9

LBS install a minimum 25mm kerb to enable VIPs using a White Cane or Guide Dog identify when leaving footway and entering highway.

Category A

Greenford Road

Although pedestrian footfall was frequent on the East side (along by Sutton X Change and KFC), it was our perception that footfall was heavier on the West side (past No. 207/209 crossing to Fones Fusion).

When pedestrians were crossing Greenford Road it was observed that traffic backed up along High Street and Benhill Avenue for short spells. Pedestrians were observed crossing between stationary vehicles, and at the same time, a cyclist was seen 'zooming' straight down the hill, between vehicles and into the lower part (northern) part of the High Street without looking, braking or stopping.

Sutton ShopMobility users stated that they find it easier using the Greenford Road part to cross in both directions North/South and South/North. They feel that crossing at the Benhill section is dangerous and do not have the confidence to do so.

Many of those consulted stated that Greenford Road is difficult to cross as they had to look over their right shoulder to ascertain whether traffic was coming. This would be incredibly hard for those with hearing, those with back/neck/spinal difficulties.

Sutton ShopMobility users stated they often feel they are not seen by other pedestrians or motorists because of being low down at Benhill / Greenford crossing points. They can often be 'masked' from oncoming vehicles by other, taller pedestrians.

The mobility scooter users also noted that when approaching Greenford Road crossing from South, it is hard to turn to see oncoming traffic if travelling unaccompanied in a mobility vehicle or wheelchair, having to rely on other pedestrians.

Also mobility scooters are not manoeuvrable enough so users feel vulnerable when they approach the kerb because of being close to traffic. Also true of parents with buggies. Mobility scooter and wheelchair users noted they would prefer to cross to East side, travel up to KFC and cross to The Grapes Pub but they are then completely hidden from cyclists using the Cycle Path. (See Cyclists and Cycle Path for recommendations).

All the mobility scooter and wheelchair users stated they are far happier using the Marshalls Road controlled crossing - set phases for traffic and set phase with adequate time for pedestrians and mobility scooter users.

C - Horizontal Circulation

In this section we considered a number of elements:

- Sutton High Street circulation
- Alleys leading from High Street (4 in total)
- Fixed and Moveable Hazards
- Street levels
- Building Approach and Entrances

Sutton High Street runs in a North/South direction. On a bright, sunny day, in the middle of the day, the sun shines directly along the length of the High Street. When VIPs travel South it is imperative that they have unrestricted, obstacle free walkways.

The market stalls appear to have inconclusive boundaries which vary the width of the East and West walkway causing a collision/trip hazard from all the moveable street furniture, such as 'A' boards (See Fixed and Moveable Hazards for recommendations). The market stallholders appear to also have undefined areas for their wares. These also encroach onto the walkways. We strongly recommend each pitch number has a clearly defined boundary. This can be achieved by different colour surface or finish.

Sutton High Street

At the junction where traffic turns sharp left from High Street towards Greenford Road, a barrier is located across the road section of the lower part of the High Street. This barrier is not locked but there are a number of free-standing advertising boards between the traffic and High Street and Market Stalls. IATS were informed that a delivery vehicle arrives early morning, but instead of lifting the unlocked barrier the driver chooses to drive over the East side walkway. This action has caused the East side walkway (between stall No. 30/31 and Sutton X Change to collapse. There are a number of broken paving slabs which are a severe trip hazard for ALL pedestrians, not just the disabled.

IATS were informed by a stallholder that an elderly lady tripped on the uneven slabs and broken walkway, an ambulance called as the individual could not get up unaided and 'allegedly' broke her arm!.

At either end of the access audit remit area, between Fones Fusion & Sutton X Change, and Asda and Montana Cafe, there are a number of silver coloured bollards with no contrasting markings. Sutton Vision staff and clients and Sutton Seniors all commented that they were a collision hazard as they could not be seen whatever the weather conditions, due to lack of contrast with the floor finish.

Sutton High Street has a gentle incline running south from Marshalls Road. IATS were informed that many potential shoppers (Sutton Seniors & Age UK Sutton, etc.) did not use the lower part of the High Street finding it too difficult to move south up the hill. This would also apply to the ambulant disabled, self-propelled wheelchair users and those with heart conditions. Many of those consulted stated they had developed other strategies for navigation (i.e. use buses in Throwley Way) but those with walking difficulties found this too hard to achieve, therefore did not use the lower part of Sutton High Street, preferring to shop in retail outlets such as M&S, Boots, Morrisons, etc.

Responses from those consulted stated they would use the lower part of the High Street if the Mobility Shuttle could carry more passengers, was more frequent but more importantly came down as far as Asda.

IATS noted there was a bizarre road layout outside the Winning Post Pub. The short section of road protruded into the High Street, was surrounded by double yellow lines made from brick block. It was unclear of the purpose of this short section, whether it was a parking area or drop-off point. There was no signage indicating its use. Sutton Vision reported their clients found the layout visually confusing when attempting to walk towards Crown Road on the West side.

Sutton Vision and Sutton Seniors Forum noted that the variation in the building line by RBS / BetFred caused difficulties when the RBS Bank queue filled the walkway, especially on bright and sunny days when walking South. It is acknowledged by IATS that this may not be possible to overcome apart from widening the East side footway, ensuring the market stallholders have clearly defined pitch areas.

ShopMobility users stated they had difficulty crossing Greenford Road in either direction (See [Road Crossings, Greenford Road](#)).
Crossing Greenford.

At school outlet time IATS perception was that traffic using Benhill Avenue / Greenford Road was increased considerably. This would have an impact on all disabled people using the access audit remit area.

Recommendation -10

URGENTLY Repair broken slabs in East side walkway adjacent to BetFred and Market Stall no. 30/31.

Category A

Recommendation - 11

LBS to Install two (2) black bollards between traffic barrier and Sutton X Change (No. 208) to prevent reoccurrence of negligent, bad practice of delivery vehicles. Ensure each bollard has 15cm. deep visually contrasting markings.

Category B

Recommendation - 12

Replace all silver coloured bollards to black bollards which give a reasonable visual contrast between feature and floor finish. Ensure bollard has 15cm. deep visually contrasting markings.

Category A and C

Recommendation - 13

LBS to Ensure East and West walkways are kept clear of moveable street furniture (i.e. 'A' Boards, Free Standing Flags, tables, etc.)

Category A and B

Alleyways Leading from High Street

There are four (4) alleyways leading from the lower (northern) part of Sutton High Street:

- Adjacent to charity shop / pawn-broker - East Side;
- Adjacent to RBS Bank (No. 220) - East Side;
- Between Argos and Asda - West Side;
- Between Asda and The Winning Post Public House - West Side.

1. Adjacent to charity shop/pawnbroker - East side.

The alleyway is 4.40m. wide. It runs West/East with a slight incline from High Street to access road at rear of East-side shops. There is a slight incline from South to North creating rainwater channel which is constructed adjacent to charity shop. A Rainwater gully is located on right hand side of charity shop entrance. The surface of alleyway is square paving slabs generally laid in good condition.

There are three (3) lights along side of charity shop (the audit was conducted in daylight therefore unsure if Lux levels are sufficient).

There is one lighting column at access road end of alleyway black in colour giving reasonable contrast with floor surface, but the column finish has deteriorated and requires repainting.

There are also no visually contrasting markings on the lighting column giving a potential collision hazard for VIPs.

There are two (2) concrete bollards restricting vehicle access at East end of alleyway. Each bollard is only 65cm. high, these low bollards are a significant trip hazard to people with disabilities. Each bollard is in reasonable condition and has sufficient contrast with floor surface.

Recommendation - 14

LBS to ascertain if Lux lighting levels in alleyway are sufficient during darkness to provide reasonable navigation for those with 'protected characteristics.

Category C

Recommendation - 15

Repaint lighting column at East end of alleyway

Category C

Recommendation - 16

LBS to provide two (2) visually contrasting marking on lighting column at East end of alleyway, giving warning to VIP's of whereabouts of column. One contrasting marking should be at adult height and the other at child / wheelchair user height (See BS8300:2009).

Category A

Recommendation - 17

Remove concrete bollards at East end of alleyway and replace with bollards 1.0m high that have visual contrast with floor surface. Ensure bollard has 15cm band of contrasting colour to make it visible for VIPs.

Category A and B

2. Adjacent to RBS Bank (No. 220) - East side.

This alleyway appears to be a private entrance for the Royal Bank of Scotland. It is unclear who maintains the alleyway. The access is via a service road at rear of Bank. There is a locked gate at rear of service road to car park area entrance. There is a notice which reads 'RBS Private Car Park. Please note this car park will be locked at all times'.

The alley width is 3.70m. It has a surface material of a tarmac finish, but no apparent drainage. At entrance from the High Street there are two (2) black bollards, each being only 70cm. high and 1.30m apart. These bollards have poor visual contrast with floor surface and are potential trip hazard for people with disabilities. The floor surface around the bollards is uneven with some pot holes, this could be trip hazard for ambulant disabled and VIPs.

Alongside RBS, near the High Street, there is a rainwater downpipe (inset in wall). At street level pooling of water occurs on a rainy day, also causing a pot hole. It also appears, on a wet day, there are leaking gutters dripping into the alley in at least 3 places.

There are three (3) halogen light fittings alongside Bank wall, approx. 3.50m. high and 4.0m. apart. IATS suggest these lights could be sufficient lighting. (unable to test as access audit conducted in daylight Lux levels).

There is pedestrian access to rear service road. This enables non-disabled freedom of access although there is a step up for pedestrians into public car parking. It is unsuitable access for ambulant disabled or wheelchair users.

Even though this is a private car park, it was noted that pedestrians use it for access to the rear service road behind the bank / shops.

Recommendation - 18

LBS to ascertain ownership of alleyway for improvements to proceed.

Category C

Recommendation - 19

Remove 70cm high bollards at West end of alleyway and replace with bollards 1.0m high that have visual contrast with floor surface. Ensure bollard has 15cm band of contrasting colour to make it visible for VIP's.

Category A

Recommendation - 20

Repair / resurface floor surface around bollards at West end of alley way to avoid potential trip hazards.

Category A

Recommendation - 21

Investigate and clear rainwater downpipe at West end of alleyway, inset in RBS wall, causing pooling of water, and pot hole.

Category C

Recommendation - 22

Repair rainwater gutters along RBS wall which is causing dripping onto pedestrians

Category C

Recommendation - 23

LBS to ascertain if Lux lighting levels in alleyway are sufficient during darkness to provide reasonable navigation for those with 'protected characteristics'.

Category C

3. Between Argos and Asda - West Side

This alleyway has a variable width, 5.20m. at High Street end and 7.20m. at far end/rear of building line. The surface material is brick blocks of reasonable quality, with no apparent trip hazards. Each side of the alley slopes gently towards the centre and runs down towards a rainwater gulley in the middle of the alleyway, in line with Argos building line. The alleyway leads to a commercial loading bay for Asda and Argos with a secure fence and locked doorway.

The lighting in alleyway consists of four (4) halogen light fittings on Asda wall approx 3.50m. high, and approx. 10.30m. apart. The first light fitting (at the High Street end) appears to be broken. There are no lights adjacent to Argos. IATS are unsure if the Lux levels would be sufficient after dark for emergency egress (access audit undertaken in daylight).

This alleyway includes fire exit doors from Argos. Asda also has some exit doors but could also be a fire exit.

Market stall holders appear to park their vehicles in this alley as it is closest to their pitches:

- 3 on 1/10/15 with dry, sunny conditions;
- 1 on 5/10 and 7/10/15, rainy conditions
- 6 on market day Saturday 10/10/15.

On a market day the alleyway was full of stall holders' vehicles, but parked beyond both the fire exits. IATS noted that on some occasions there were vans parked between fire exit doors and the High Street. There is a potential for blocking egress from fire exits when large numbers of vehicles parked in alleyway. IATS noted there was no indication in windscreen/dashboard as to ownership of vehicles although we spoke to a stallholder on 7/10/15 who admitted being parked there.

Recommendation - 24

LBS to liaise with Asda to repair 1st light fitting, nearest the High Street to ensure uniformity of Lux levels throughout alleyway. This would alleviate collision hazards during fire egress from Argos or Asda.

Category A

Recommendation - 25

LBS to ascertain if Lux lighting levels in alleyway are sufficient during darkness to provide reasonable navigation for those with 'protected characteristics, especially during fire egress.

Category C

Recommendation - 26

LBS to provide double yellow lines between Argos & Asda fire exits and High Street to minimise parking of Market Stall Holders vehicles and ensure safe egress in case of fire .

Category A

4. Between Asda and The Winning Post Public House (Pub) - West Side

This alleyway is assessed in two sections - prior to dog-leg, and after dog-leg.

This alleyway runs East/West from Sutton High Street, leading to St. Nicholas Way and Halfords Car Park area.

Although the alley leads from the High Street to St Nicholas Way there is no signage indicating this to provide navigation to visitors (see Communication & Information).

The alley is 4.10m wide and reasonably consistent throughout its length. Floor finish throughout the length of the alleyway seems to be of reasonable quality with no apparent trip hazards. There is a small 'dog-leg' in the middle of the alleyway, obscuring the view giving many with 'protected characteristics' concern for their safety.

The Pub building line is set back from Asda by approx 2.0m.

A yellow Salt/Grit bin is located adjacent to Asda wall, potential collision hazard for VIP.

On entering the alleyway there are three (3) black bollards near Asda wall, 90cm. high. Not one of the bollards has visually contrasting markings, thus collision hazard for VIPs. The floor surface of alleyway is of a tarmac, therefore minimal visual contrast from bollards. The bollards are 70cm away from Asda wall.

(It is assumed the bollards give protection to the outward opening Exit Doors from Asda, although this was not tested).

A Pictorial Street Map is located on left hand side of first Pub window in the alley.
(See Communication & Information).

The first part of the alleyway has two (2) lighting columns, the first being approx. 5.0m. from start of alleyway. The audit was conducted in daylight hours, therefore unable to assess Lux lighting levels. Sutton ShopMobility clients stated they would feel quite vulnerable using this alleyway, especially after dark.

Adjacent to Pub wall, there is a metal lid to cellar of Pub located below 2nd Pub window. The cellar lid appears to be reasonably flush with floor finish. Pub staff need to take care that cellar lid is securely fastened to prevent any accident occurring.

Approximately 15m. into the alley there is an entrance to Asda with a sign marked, 'Colleagues and Visitors Entrance' leading into alleyway, opens outwards. The doorway has a keypad entry system. This exit is potentially a fire exit although not indicated as such. Aforementioned bollards give protection to pedestrians from outward opening doors.

On Asda wall there are three (3) halogen type lamp fittings similar in height to Argos alleyway. Unsure if these lamp fittings are operational.

Winning Post Pub has a gateway to back yard of Pub adjacent to rear wall. At rear of Pub, there is a rainwater drainage gully which runs full width of alleyway, flush with floor finish.

Half way along, the alleyway does small dog-leg and the 2nd lighting column gives some illumination to it.

From the start of the alleyway to the rear of Pub all walls, to both sides of the alleyway, are of a light colour giving good visual contrast to floor finish which is GOOD PRACTICE.

Second Part of alleyway.

After the dog-leg (where Asda widens) there is another double set of doors. This doorway has no signage and appears to open outwards and therefore a potential collision hazard to all pedestrians.

Opposite second Asda doorway (just after dog-leg) the wall surface behind Pub changes to brickwork reducing visual contrast to floor finish. There is a third lighting column 3.0m. from dog-leg, adjacent to Asda wall, but suggest there is minimal lighting to dog-leg.

From brickwork at rear of Pub to St Nicholas Way the only demarcation between alleyway is kerb to Halfords car park area. There are no further barriers, therefore potential trip hazard for VIPs and physically disabled using alleyway. In Halfords car park there are no wheel stoppers to prevent vehicles and bumpers overhanging the alleyway.

At the end of the alleyway (St Nicholas Way) there is a hazard barrier, 1.02m high preventing pedestrians walking onto Asda car park exit. Pedestrians are guided between Halfords and St Nicholas Way onto pavement on East side of St Nicholas Way.

Recommendation - 27

Move yellow salt/grit bin further into alleyway, away from the corner to avoid collision hazard for disabled people.

Category A

Recommendation - 28

Provide 150mm deep visual contrasting bands to three (3) bollards, adjacent to Asda wall, at beginning of first part of alleyway.

Category A

Recommendation - 29

LBS to liaise with Winning Post to ensure metal cellar lids are securely fastened after each delivery.

Category A

Recommendation - 30

LBS to provide directional signage to assist navigation, especially for new visitors to area.

Category B

Recommendation - 31

LBS to check lighting levels in alleyway to avoid pooling of light, avoiding shadows. This would minimise anxiety of all vulnerable users of alley.

Category C

Recommendation - 32

Liaise with Asda to ensure halogen light fittings on South wall are working, especially during fire egress.

Category A and C

Recommendation - 33

Liaise with Asda to ascertain usage of second set of double doors, located just after dog-leg. If Asda confirm these are Fire Doors, provide adequate signage indicating use.

Category A

Recommendation - 34

Decorating the red brick wall, at rear of Winning Post Pub, to increase visual contrast with floor finish, and minimise shadows in alleyway.

Category C

Recommendation - 35

Provide safety barrier between Car Park area at rear of Pub and alleyway, to provide protection and prevent disabled people tripping into Halfords Car Park.

Category A

Recommendation - 36

LBS liaise with Halfords to provide wheel stoppers for car parking spaces along north side of alley, behind Winning Post Pub, to prevent vehicle bumpers encroaching into alleyway.

Category A

Fixed & Moveable Hazards

It was noted there are a number of fixed and moveable hazards in the lower (northern) part of Sutton High Street.

Street Furniture

Benches and resting areas are covered in a separate section in this access audit report (See Resting Areas).

Public Telephone Boxes

There are two (2) public telephone points, each has a clear perspex hood. These clear hoods are a potential danger for VIPs when traversing the High Street laterally.

Recommendation - 37

LBS to liaise with telephone hood supplier to change structure and contrast of telephone point hoods, to give visual contrast with background features.

Category A

Many of the street furniture items (benches, waste bins, BT junction boxes, tree guards etc) appear to be grouped in a north/south line approx 3.0m. from the building line (which is GOOD PRACTICE). This allows good access on non market days down the centre of the High Street, but access will be restricted to East or West sides when the market is in operation.

There is a large group of street furniture outside Asda main entrance which includes bike racks. Within this grouping there are three (3) black tree guards which are precariously loose and potentially dangerous to ALL pedestrians not just those with 'protected characteristics'. Each of

the tree stumps, within the tree guards, appears to have died some time ago and never replaced. They are also being used as ashtrays even though there are rubbish bins nearby. There are no other trees in the remit of the access audit area.

There are five (5) circular flower planters in a variety of colours opposite Asda, located on the East side of the High Street. Some of the planters have palm/cacti type plants which extend over the edge of the circular base. This could be a potential issue for children or those small of stature with potential of poking leaves into the eyes of passer-by.

Recommendation - 38

LBS to remove black tree guards and replace with new securely fixed tree protection guards.

Category A

Recommendation - 39

LBS increase aesthetics of lower (northern) part of Sutton High Street by planting trees within tree protection guards mentioned above.

Category C

Recommendation - 40

LBS to maintain plants and shrubs in flower planters to ensure that the growth does NOT extend over the flower bed

Category C

Bicycle Racks

The bicycle racks outside Asda appear to be used from time to time, but IATS observed that there were plenty not being used at any one time. There is a change of floor finish around the bicycle racks but Sutton Vision staff noted that there was insufficient contrast of the finish. Also the change of finish was of insufficient area to give adequate warning for White Cane or Guide Dog users, thus a potential collision hazard.

There are further silver coloured bicycle racks outside Montana Cafe (No. 252), one of which is broken and is a hazard for those with 'protected characteristics'.

A VIP member of Sutton Vision Board noted that there was insufficient tactile surface to the floor finish around all of the bicycle racks which could not be detected with their White Canes.

Recommendation - 41

Increase size of area, tonal contrast and tactile surface of warning surface around all bicycle racks.

Category A

Recommendation - 42

Repair or renew broken bicycle rack outside vacant unit (opposite Asda) to avoid collision or trip hazard for disabled people.

Category B

Rubbish Bins

IATS noted that there a variety of colours to the rubbish bins within the lower part of the High Street. There were two (2) silver coloured rubbish bins located on the south side of bench, opposite market stall 30/31. These bins had virtually no visual contrast with surrounding floor finish and causing a potential collision hazard to VIPs.

Recommendation - 43

Change all rubbish / litter bins to give a visual contrast with surrounding floor surface. Silver bins do not give the sufficient contrast.

Category A

Recommendation - 44

LBS to provide change of floor finish to around all litter bins to give greater warning to White Cane or Guide Dogs users they are approaching the hazard / facility.

Category A and B

The surface mounted Junction Box located outside an empty unit (opposite Asda) has moss around it, creating a potential slip hazard for ambulant disabled pedestrians

Recommendation - 45

Treat moss growing around Junction Box outside vacant unit (opposite Asda) to avoid slip hazards for ambulant disabled people, especially on wet or icy weather conditions.

Category C

Building Approaches & Entrances

East Side.

Number	Premises	Entrance Access
200-202	KFC	Lobby with shutter opening width 1.64m. Door Width 1.02m. Door spring too strong, opens outwards over ramp. Gradient of ramp 1 in 8, length 1.84m. Wheelchairs, mobility scooters and ambulant would be inaccessible without assistance. No obvious call point.
204	Quicksilver	Step up to door 18cms. Twin inward opening doors. Each door 68cms. wide. Wheelchairs and scooters inaccessible without assistance.
206	Oxfam	Inward opening door width 92cms. 3cms. threshold with annotated accessible height doorbell. Good access for wheelchair users.
208	Sutton X Change	Level threshold with steep approach ramp, gradient 1 in 8 across footpath. Twin inward opening doors 76cms. each giving an opening of 1.35m. At time of visit, both doors locked open.
210-212	Betfred	Inward opening doors 93cms. wide. 2cms. high threshold.
214	St Rafael's Hospice Shop	Tapered lobby to 1.53m. Doorway 1.5cms. threshold. Gas point before doorway, broken, serious trip hazard. Width of doorway 94cms. with 1 in 8

		gradient on ramp of 2.02m. in length.
216-220	RBS	Automatic sliding doors. Movement alarm on entry. 'Ring for assistance' bell on right of doorway. Poorly annotated and small in size. Doorway width 1.39m. Ramp gradient 1 in 10, level entrance threshold. Ramp length 1.6m.
222	Tim's Palace	Door on 45% angle, tapered threshold between 1-7cms. right to left in height. Double doors, Right-hand opens to 60cms. in width, Left-hand door locked. Tapered threshold difficult for wheelchair users, likely to tip user over.
224	Hi Heels	Wide door width but access restricted by min 15cms. threshold. Doorway width 1m. Retailer prepared to help shoppers.
226	M.Manze	Quartz tiled lobby area. 3cms threshold. Inward opening door 84cms. width. Lobby width 1m.
228	Diamond Nails	7cms step access to lobby area. Insufficient approach for wheelchair users. Both doors on 45% angle opening inwards. Door width 73cms Diamond Nails and 77cms. Figaro Barbers.
228a	Figaro Barbers	See above
230	Chinese Herbs and Acupuncture	Doorway 98cms. width. 1 in 9 ramp 47cms. in length to 2cms. threshold.

232-234	H&T Pawnbrokers	Trapezium shaped lobby, depth 1.68m. to doorway width 92cms. Doorway obstructed by shutter column in centre. Ramp with gradient 1 in 9.
236	Princess Alice Hospice Shop	Doorway on 45% angle across corner. Glazed door opening inwards. Separate glazed R/H panel (39cms.). Door has steep metal threshold 3cms. high. Opening door width 92cms.
238-250	6 empty units	Unable to assess access
240	Sutton & District Training	Stepped access with high level entry phone system. Person observed saying "Let me in!" Potential security risk.
252	Montana Cafe	Shutter appeared closed on visit. Appears to have stepped access. Unable to measure on visit.
254	Empty	Unable to assess access.

West Side.

Number	Premises	Entrance Access
211	Fones Fusion	Lobby area, carpeted ramp of 1 in 4 gradient 1.56m. in length. Outward opening doors into lobby, 1.74m width. When doors open width between handles reduced to 1.44m. Level access at building line.
213	USA Nails	Steep threshold with fully glazed inward opening door. No identification markings. Width of doorway 94cms.
215	Greggs	Door opening width 1.8m. Sliding doors. Short steep ramp 33cms. long with gradient 1 in 5.
217a	The Projekt	4 missing paving slabs outside with tarmac infill, uneven finish. Glazed Lobby, with staggered effect, overall 1.8m. wide opening leading to inward opening doorway of 87cms.
219-227	Argos	Level access, no threshold. Automatic doors open inwards. Doors 1.45m from street. Door width 1.61m.
229+	Asda	2 sets of double doors. Automatic, sliding leading to lobby with internal sliding doors. Level access leading to anti-slip doormat. Right hand door (northern) width 1.81m. Left hand door (southern) 1.49m.

Street / Pavement levels

Throughout the lower (northern) part of Sutton High Street there are a variety of access issues to the retail outlets / premises that would prevent people with disabilities from entering or gaining access. Some have steep ramps (i.e. KFC; Fones Fusion), others have stepped access (i.e. Hi Heels; Quicksilver), whilst others have such severe thresholds that would cause danger to wheelchair users (i.e. Princess Alice Hospice Shop; Tim's Palace). Some of the retail outlets had their doorways at such an angle (i.e. Diamond Nails & Figaro Barbers) it would hinder ambulant disabled or wheelchair users gaining access.

Ramps on the East side of High Street varied for 1:8 to 1:10. These were reasonable for powered mobility scooters but would create difficulties for self-propelled wheelchair users.

Recommendation - 45

Serious consideration is given to re-aligning all street levels, especially on East side of High Street, to ensure that ALL disabled people are able to gain access to retail outlets with full independence.

Category D

D - Cyclists & Cycle Path

Cyclists

On several site visits IATS noted that many cyclists were riding down the length of the High Street, not slowing down when crossing Benhill Avenue / Greenford Road due to a lack of obvious kerb. The cyclists then proceed to zoom down the lower part of the High Street, zig-zagging between the pedestrian shoppers! During our consultation with various disability groups, this practice is causing immense concern to elderly, VIP, Deaf and pedestrians with learning difficulties.

Cycle Path

IATS noted that on NO occasion during the six (6) site visits did any cyclist use the designated Cycle Path along Benhill Avenue and Greenford Road.

The Cycle Path has three (3) sections (Benhill Avenue, short stretch of Sutton High Street, and then connecting to Greenford Road). The cycle path runs on the South side of Benhill and Greenford, and along East side of the High Street.

The tactile warning surface located to the South side of Benhill Avenue, adjacent to KFC, appears to be laid incorrectly, and not to DfT Tactile Warning Surface guidelines. Signage indicating a shared use surface is limited. Eastbound cycle traffic along Benhill has contra-flow along a shared use surface but the footpath signage on the North East corner, by KFC, is highly confusing. There is one blue information sign indicating shared use in Benhill Avenue.

Where the shared use cycle path enters the High Street, the footpath signage indicates a sharp right turn to travel along the front of KFC. At this corner there is a blind corner and potential collision hazard with cyclists for ALL pedestrians.

The cycle path signage on the footpath, located by KFC, has almost no visual contrast with its background path surface, which is almost invisible on wet or overcast days. This poor contrast limits the warning for pedestrians and cyclists.

At the junction with the Market Stall area, the cycle path turns sharp left, travels across Sutton High Street, and enters Greenford Road on its South side. Where the cycle path enters Greenford the tactile warning surface, alongside Fones Fusion, is also similarly laid incorrectly.

At the rear of Fones Fusion there is a pole mounted sign indicating a cycle path, but it is hidden as a cyclist approaches by the vehicle One Way and Fire Hydrant signage.

On our six site visits, IATS were not aware of ANY cycles using the designated cycle path in either direction East/West or West/East. We noted ALL cyclists travel in a North/South or South/North direction. We did note one cyclist using the highway, in same direction of one way traffic.

Sutton Shop-Mobility users noted that they feel quite vulnerable and are afraid of using East side of High Street because they are totally unsighted from cyclists using the Cycle Path.

Recommendation - 46

Relocate or redesign East / West Cycle Path along Benhill Avenue and Greenford Road to avoid blind corners by KFC and Fones Fusion. Suggest create separate cycle lanes on highway which are away from building lines.

Category A

Recommendation - 47

Re-lay Shared Use Tactile Warning Surface at High Street ends of Benhill Avenue and Greenford Road to DfT Guidance. This would minimise confusion for VIP pedestrians.

Category A

Recommendation - 48

LBS to change cycle path markings to have greater contrast with floor finish on cycle path alongside KFC side and front building lines.

Category A

Recommendation - 49

LBS to relocate cycle path signage which is virtually hidden alongside side wall of Fones Fusion, as cycle path enters Greenford Road.

Category A

E - Finishes

There are a variety of finishes within the audit specified area.

The road surfaces in the access audit remit area (Benhill / High Street / Greenford) and Marshalls Road appear to be in reasonable condition at the time of the audit.

As pedestrian approach the Benhill Avenue crossing (The Grapes Pub to KFC), on a wet day there are pools of water. Sutton Vision staff and clients noted that this would cause reflection issues for partially sighted people, and difficulty for Guide Dog users. In icy conditions, Sutton Seniors were concerned when puddles froze over they would become a slip hazard.

Sutton Vision staff and clients also noted that there was virtually no tonal contrast between critical surfaces, such as paved areas, kerbs and road way. This lack of visual contrast often causes VIPs to stray onto the highway towards oncoming traffic. It is acknowledged there is currently a 40cm. wide guidance road edging, but Sutton vision clients felt this was insufficient. (See Road Crossings for recommendations).

At the junction between Benhill Avenue the road traffic is required to turn sharp right. At this corner approx 20% of vehicles, whether large or small, clip the corner. The constant movement of heavy vehicles over the tactile warning surface has caused many of the 40cm. square slabs to crack creating potential trip hazard for people with disabilities. (See Road Crossing for recommendation).

IATS noted that in the centre of the lower (northern) part of Sutton High Street, there was a clearly specified road section marked out in a differing colour. We were informed by Market Stallholders that this area was reinforced to support heavy vehicles. To the East and West of this road section, the area is marked out in grey paving slabs. The slabs have a reasonable fall to allow for drainage into rainwater channels and gullies. The rainwater gullies appear to be staggered throughout the length of the audit remit area. In a number of places in the lower (northern) part of Sutton High Street, there are a number of loose or cracked paving slabs giving rise to potential trip hazards.

Sutton Vision staff and clients felt the 'funky' pavement design has a potential to cause partially sighted people great difficulties on non market days, when there was limited number of stalls in operation.

Outside St. Rafael's Hospice Shop the Gat Tap Stopcock cover is broken and in urgent need of repair. When child, person small of stature or individual using crutches touches the cover it is likely to cause an accident.

Recommendation - 50

Relay floor surface outside The Grapes Pub avoiding puddles, potential glare and slip hazards.

Category B

Recommendation - 51

Increase visual contrast of critical surfaces (i.e. pavements, kerbs, tactile warning surfaces, and highway).

Category A and D

Recommendation - 52

Replace broken and loose paving slabs in the East and West walkways to the lower (northern) part of Sutton High Street.

Category A and C

F - Lighting

In the lower part of the High Street here are 8 lighting columns between Benhill Avenue and Marshalls Road. Each of the columns are of mid-grey colour, with each column having no visual contrasting markings. This makes the columns a collision hazard for VIP's. On wet days there is virtually no contrast with the background features or floor surface.

There are three (3) columns between Greenford Road and RBS (220 High Street) located on the East side of the precinct, but there could be a potential issue of shadow on West side of street.

There are a further five (5) lighting columns, located on West side of High Street, between Marshalls Road and alleyway between Asda and Argos. Market Stall pitch numbers 1-17 are outside Asda to just before 4th lighting column. These lighting columns may cause similar shadow issues on East side of street when market in operation.

It was noted that some of the lighting columns have a single yellow band 8cm in width, 1.2m. from floor level. BS8300 recommend that each column has two (2) visually contrasting bands, one at adult height and another at child / wheelchair user height. This would enable VIP's to identify location of columns.

Sutton Vision clients noted that illumination from the shop lighting schemes may have potential to cause shadows, glare and obscure freedom of movement after dark.

Recommendation - 53

Check lighting levels in lower (northern) part of Sutton High Street to avoid shadow issues whilst market in operation thus preventing trip or collision hazards.

Category A and C

Recommendation - 54

Provide visually contrasting markings to each of the eight (8) lighting columns to enable VIPs to avoid collision hazard.

Category A

G - Resting Places

There is no direct transport links in this section of High Street therefore it is imperative that sufficient seating is provided.

There are only five (5) benches on the lower (northern) part of the High Street. IATS noted two different styles of seating. Four (4) of the benches are 3 seaters with ample armrests which is acknowledged to be good practice. Another single bench (located near Stall 30/31) is a 4 seater with insufficient armrests. There are no benches between Asda Main Entrance and Marshalls Road controlled crossing.

It was noted on a dry, sunny day (01/10/15) that many of the seat places were occupied, although this weekday was not a busy or market day. If LBS objective is to regenerate this area and increase footfall, we suggest increasing the number of benches.

Recommendation - 55

Increase number of and frequency of seating in lower (northern) part of Sutton High Street.

Category C

Sit Stop Scheme

IATS were informed by Sutton BID team that there used to be a 'Sit Stop Scheme' in Sutton High Street. Only two retail outlets (Greggs & Argos) had notices in their shop window advertising the availability of a chair to rest.

On days of inclement or extreme weather conditions there would be insufficient seating available, thus detracting those with 'protected characteristics' from shopping in the specified area.

Recommendation - 56

LBS to liaise with retail outlets, with objective of resurrecting 'Sit Stop Scheme' and increasing extra, inside seating being available in inclement weather conditions.

Category B

H - Toilet Facilities

From our observations, there are no obvious toilet facilities for either non-disabled or people with disabilities, single sex or mixed use. If a disabled person requires an accessible toilet they have to seek one in a retail outlet. Many of the retail outlets have access issues. (see [Premises Entrances](#)).

IATS were informed by Sutton Vision Outreach Staff that there is an accessible toilet, but on the 3rd Floor of the St. Nicholas Centre. There is no signage to indicate the whereabouts of WCs apart from a number of inaccurate and inaccessible street maps (see [Communication and Information](#)).

IATS were informed by Sutton Shopmobility that there was an accessible WC on the ground floor of St. Nicholas Centre, adjacent to Esquire, but user would need a RADAR key. There is no information indicating of this facility.

Recommendation - 57

Provide accessible signage indicating location of accessible toilets in Sutton High Street (See The Sign Design Guide).

Category C

I - Market and Market Days

There a variety of market stallholders within the lower (northern) part of Sutton High Street. The pitches are numbered from 1-30/31, running North/South with No. 1 nearest to Marshalls Road. Each pitch has an electrical supply from a socket underneath their permit area.

We were informed that market Days were Tuesday and Saturday, although one stallholder (No. 30/31) was present from Monday - Saturday. IATS noted that there were a variety of produce on offer from different stallholders. The 'wet fish' van was present on a Friday and Saturday.

On a number of site visits IATS noted that a stallholder selling electrical type goods had music playing. IATS heard several passers-by commenting on its high volume and the noise pollution, even on quieter non-market days when footfall was slight.

Many of the stallholders, when in operation varied the amount of floor area they covered. On one site visit IATS noted that between market stall 30/31 and BetFred (No. 210/212) building line the clearance was only 1.0m., yet on another visit the clearance between the stall and building line was still only 1.30m. Also the clearance between RBS Bank (No. 216) and stall No. 27 was greatly reduced by their cash machines. We noted that on market days, when queues are at cash machines, the footway is often limited, frequently blocked restricting access for ALL pedestrians.

On non market days there are only a limited number of market stalls giving freedom of access down the centre of the High Street. This gives greater access for non-disabled but may cause confusion for those with learning difficulties. VIPs using a white cane or a Guide Dog as each have been trained to use the building line. Unfortunately their freedom of movement and access is hazardous because of aforementioned moveable street furniture. (See Fixed & Moveable Hazards).

On 07/10/15 a mobility impaired gentleman with a wheeled zimmer was observed having difficulty negotiating 'A' boards outside Greggs and again outside Hi Heels (No. 224/226).

When all stallholders are operating the footway on the East side of the High Street has minimal width. Suggest relocating market stalls to create a passing place to enable ambulant disabled, wheelchair users, and VIPs greater freedom of access.

IATS noted that on a Saturday Market Day a small stall holder was located directly in line with the alleyway between the charity shop and pawnbroker. With the large number of street furniture outside the pawnbroker, access was greatly reduced creating potential collision hazard.

The pawnbroker also had a tall, moveable 'flag' located outside their premises which was in different positions on each site visit (See Fixed & Moveable Hazards for recommendation).

During the consultation visit, Sutton ShopMobility clients noted there was a potential for mobility vehicles and wheelchairs to catch the ties of the market stallholders rear walls, that dangle from the rear of market stalls, in their wheels/axles, thus potentially tipping them over. IATS recognise this is a management issue but still is a dangerous access issue for all mobility scooter and wheelchair users.

Recommendation - 58

Provide clearly marked areas for market stall pitches to ensure freedom of movement for people with disabilities.

Category D

Recommendation - 59

Create clearer walkway on East side of High Street, giving greater movement for those with 'protected characteristics'. East walkway to include a passing place for ambulant disabled and wheelchair users. (DfT Inclusive Mobility Guidelines recommend Passing Place width of 1.80m.)

Category D

Recommendation - 60

LBS to liaise with market stall holders to ensure all wall ties and fixtures to their stall are firmly secured to avoid all potential trip hazards and material getting caught in wheelchair users wheels/axles.

Category A and B

J - Communication and Information

Signage

There are no directional or information signage visible for various transport links, accessible WC's, facilities, etc. that would enable people with disabilities, thus minimising the distance they have to travel.

Recommendation - 61

Provide directional and information signage that would enable disabled people to access the whole of Sutton High Street (See Sign Design Guide).

Category C

Asda has an exit located just left of their cash point machines. These doors have paper signs printed in black and white, stating 'Fire Exit'. These signs do not conform to required Fire Egress Signage.

Recommendation - 62

LBS to liaise with Asda Management to ascertain if doors are specified Fire Exit. if so, recommend Asda providing correct Fire Egress signage to current Fire Safety standards.

Category A

Information

IATS identified three (3) navigational and/or directional maps:

- Between Bon Marche and Thomas Cook;
- Outside Asda alongside Cash Machines; and
- In alleyway, on Winning Post Wall.

There are similar issues to all three maps (i.e. reflective Perspex front; print and information too small; appearing to be a marketing tool rather than a navigation aid). Navigation could be achieved for VIP's by RNIB React (see Wayfinding).

The map outside Bon Marche is out-of -date that it is not functional.

The map on Asda wall is far too high, with small print, that many would find it difficult to read. The Asda map appears to be a directional map giving details of areas around Sutton. All wall mounted information should have its centre at 1.55m. from floor finish.

The pictorial street map located on left-hand side of Winning Post Pub window is in the alleyway, and all pedestrians we spoke to did not know of its existence. The centre of map 1.4m. from floor level. This is GOOD PRACTICE. The lighting column opposite pictorial map may give some illumination to map. Sutton ShopMobility clients stated that even though the street map was at a reasonable height, they would not stop to linger and read as they would feel extremely vulnerable pausing in an alleyway near a public house.

The signs indicating the location of Asda Cash Machines is very high and may cause difficulties for wheelchair users who have spinal or neck difficulties. It is acknowledged this may be difficult to alter but suggest consulting with Asda to ascertain if it is possible to relocate at a lower position.

Recommendations - 63-68

LBS to provide navigational street maps in areas that could be located.

Each map to have non-reflective, waterproof covering.

Print to be in Arial or Tahoma format.

Print to be in a readable font size depending on viewing distance.

All maps to have a centre of 1.40 to 1.70m.

See Sign Design Guide for more information.

Category B , C and D

Conclusion

IATS understand that the aim of Sutton Council in undertaking this Access Audit was a precursor to regenerating the area. In the process of compiling this report and consultations undertaken we found a number of barriers (physical and psychological) which may prevent or preclude this objective from being achieved as per above 68 recommendations.

In conclusion there are some areas of good practice in the lower (northern) part of Sutton High Street, but there are also a number of 'quick wins' to improve accessibility that could be achieved at little cost, i.e.:

- Paint bollards in alley between Asda and Winning Post Pub with visually contrasting markings 15cms. deep.
- Remove silver coloured bollards and change to black bollards with visually contrasted markings, located across High Street near Marshalls Road crossing.
- Repair floor finish between BetFred (No. 210-212) and Market Stall No. 30/31.
- Repair Gas Tap cover at building line outside St. Rafael's Hospice Shop (No. 214).

Whilst there are other urgently required actions that are of greater cost and require immense design considerations, i.e.:

- Redesign road layout and install light-controlled crossing at Benhill Avenue / Greenford Road junction.
- Relocate Cycle Path to avoid danger and potential collision hazards at Benhill Avenue / KFC corner.

Michael Parsons
Access & Training Consultant
Inclusive Access & Training Services
19th October 2015

Appendix 1

Notes from One Voice for Age, Age UK Sutton, meeting 19/10/15.

Michael did a presentation to members of the group outlining the details and purpose of the Access Audit, inviting comments and feedback.

Most of the items put forward were already recorded in preceding report. One item highlighted by the members not and covered previously is as follows:

"Why not shut the cut through completely, and have the market stalls there, making all the traffic go around the High Street using current one way arrangements."

(Referring to Benhill Avenue/Greenford Road section)

Appendix 2

Consultations

Notes were taken of each of the local groups consulted. Notes of these meetings are available on request.

Photographs

Photographs were taken of specific features and hazards (i.e. benches, silver bollards, cracked tactile surfaces, vehicles clipping corner when turning right out of Benhill Avenue, etc.). Photographic evidence available on requests.

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