



CRAYFORD TOWN CENTRE

DESIGN AND IDENTITY GUIDE

September 2008



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CRAYFORD DESIGN AND IDENTITY GUIDE

INTRODUCTION

This study aims to establish a place specific identity for the town, which can be applied to street furniture and shop frontages.

The study has looked at the locality and sets out some of the issues that emerge from its context. The proposals have been established as a result of a walk-about, visual and historical analysis, listening and concept design workshops with the Crayford Forum urban design committee, and a public exhibition.

The manual has been written by Placemarque and the Civic Trust, and is to guide future public realm and identity projects to develop a coordinated set of new proposals. It is important to recognise that these proposals will not happen immediately but the intention is that with a guidance manual in place, when funding allows any future proposals will follow a set of criteria, in order that over time the unstructured and piecemeal appearance of Crayford will gradually develop into a unified and distinct place.

This manual includes the following design elements:

- Logo identity
- Town map
- Street furniture
- Shopfront design principles



ISSUES FOR CRAYFORD

KEY THEMES

Crayford is a place located within the London Borough of Bexley but with a heritage and history that is linked with Kent.

The consultation workshops established a proposed design principle which was termed “contemporary classic”: meaning simple timeless classic design, showing that the place has a unique history and distinct context, but yet is a place for today and the future.

Crayford has a long history, although few historic buildings remain. Its current architecture reflects its periods of growth during the 19th and 20th Centuries. The aim has been to avoid over stylistic, decorative and period details but instead to stress the use of high quality materials, with practical and clear graphics.

The workshops established a few descriptive words to summarise the ambition for a Crayford identity:

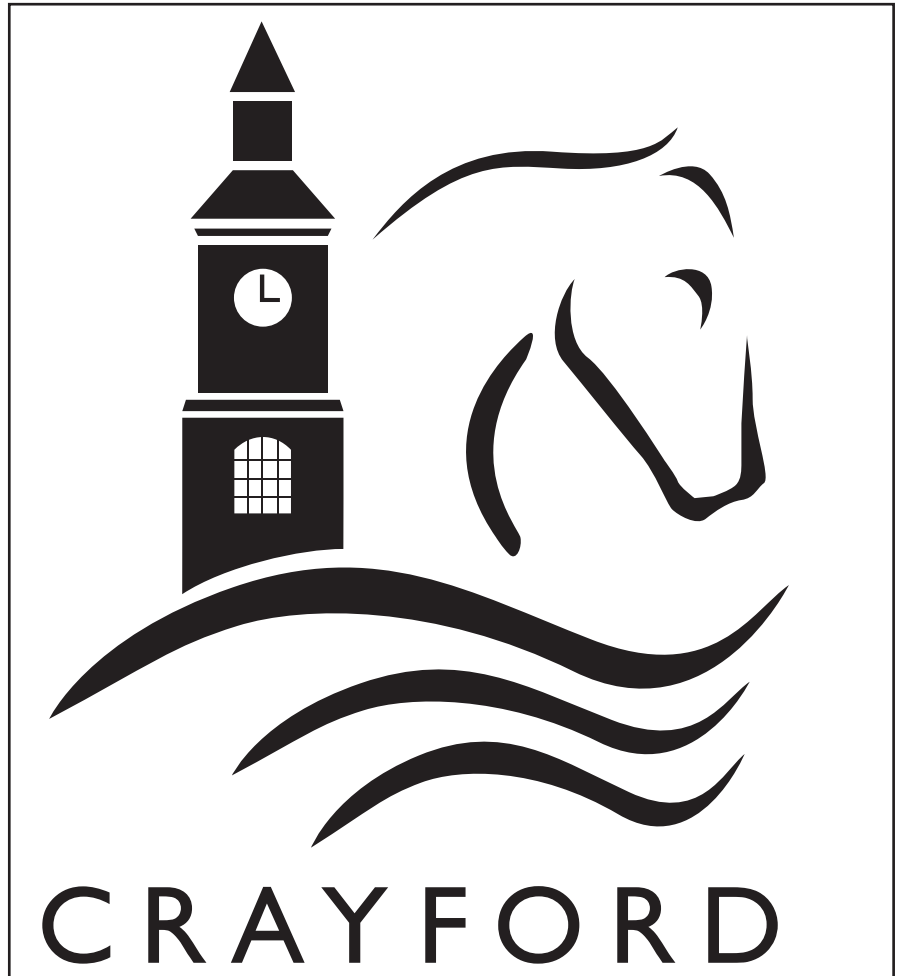
- **Speciality shopping**
- **Friendly to pedestrians**
- **Safe**
- **Pleasant place to spend time**
- **A distinctive place**



LOGO IDENTITY

The logo and identity proposed for Crayford makes use of a number of images and themes:

- The distinctive landmark of the clock tower.
- The Kentish Invicta, the historical emblem borne by Hengist at the Battle of Crayford in 457 AD.
- The water wave patterns denote the three rivers passing through Crayford -
The River Cray
The River Wansunt
The River Stanham
- A typeface reminiscent of a heroic 20th century tradition of craftsmanship and endeavour.



The Crayford Logo always appears in the typeface GILL SANS
This font is used in Capitals for headlines and upper and lower case for body copy
Where a more traditional font is required Bodoni may be used

abcdefghijklmnopqrstuvwxy
ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890
GILL SANS REGULAR

abcdefghijklmnopqrstuvwxy
ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890
GILL SANS LIGHT

abcdefghijklmnopqrstuvwxy
ABCDEFGHIJKLMNOPQRSTUVWXYZ
1234567890
BODONI MEDIUM

LOGO IDENTITY



Size 1 - for use when the logo appears larger than 10mm high



Size 1 - for use when the logo appears smaller than 10mm high

The Crayford logo should only be used in black on a white ground. Where it has to be placed on a coloured background or image, the version of the logo within a white box must be used.

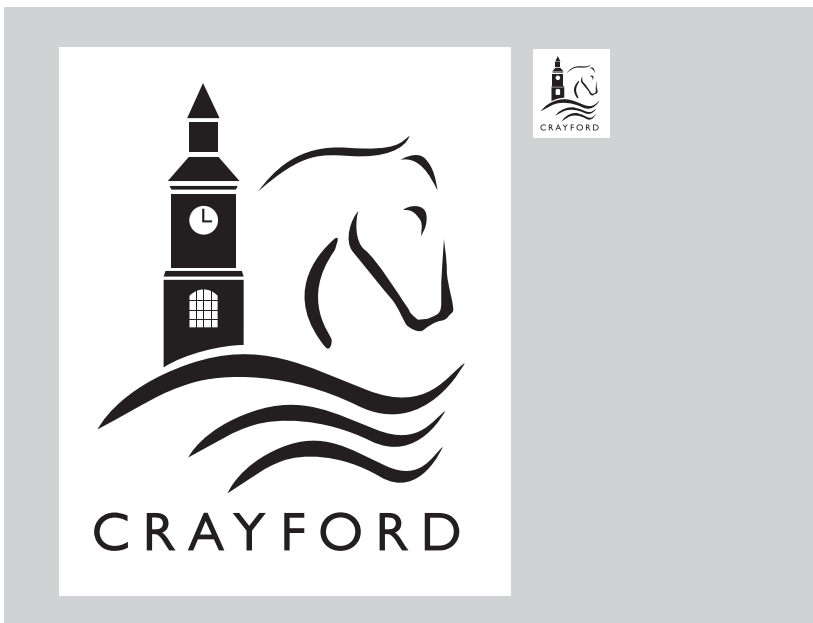
When the logo appears adjacent to other elements it should be positioned in an area of free space.

It should not be distorted or adjusted in any way and the elements should not be used individually.

2 sizes of logo have been produced:

Size 1 - for use when the logo appears larger than 10mm high

Size 2 - when the logo appears smaller than 10mm high

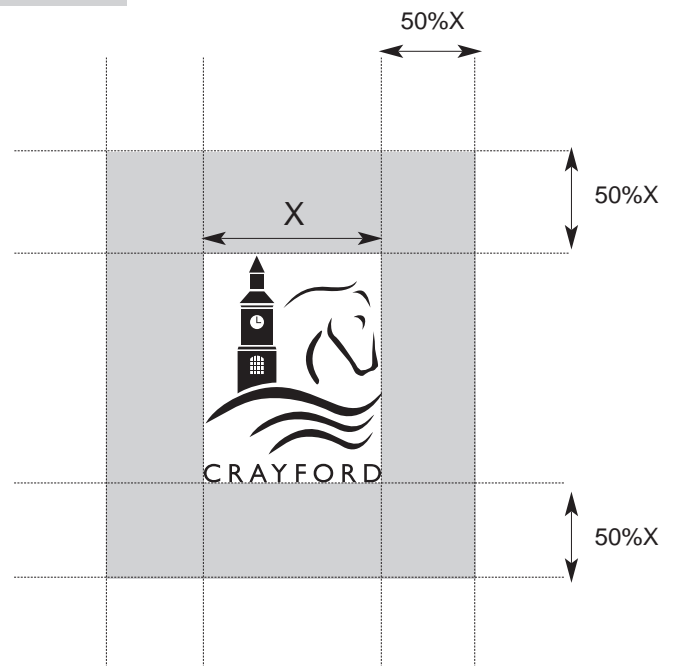


Where it has to be placed on a coloured background or image, the version of the logo within a white box must be used.



The logo should not be distorted or adjusted in any way and the elements should not be used individually.

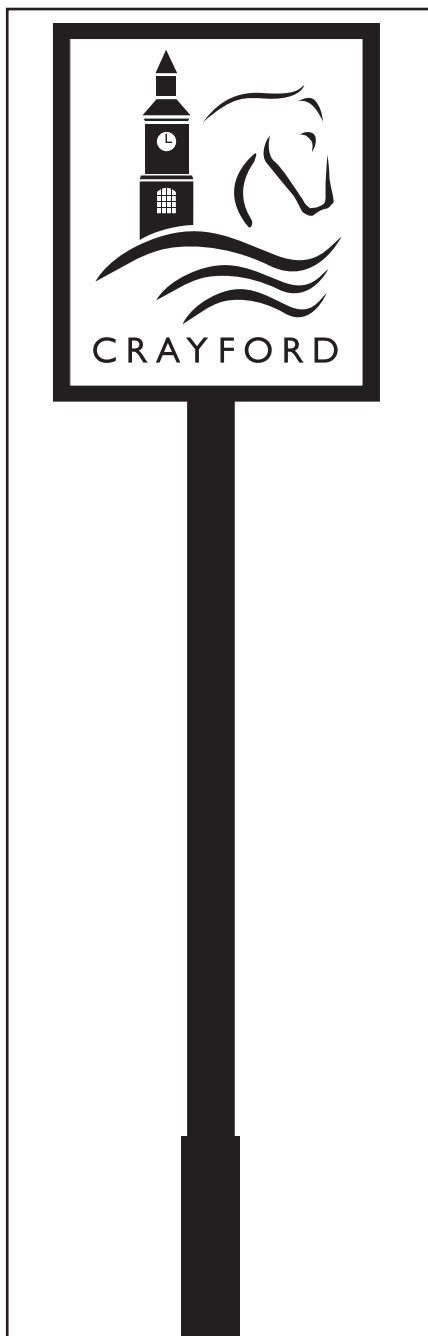
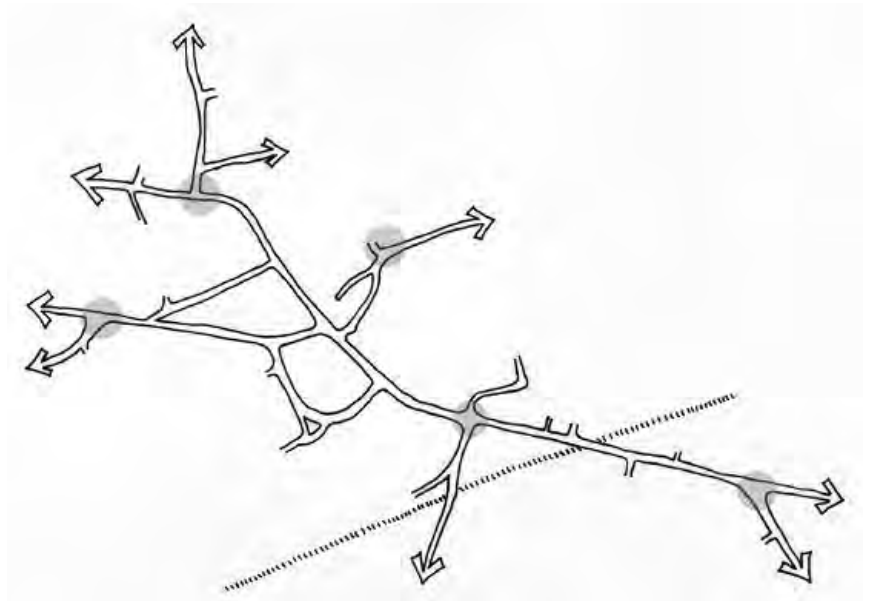
When the logo appears adjacent to other elements it should be positioned in an area of free space. The free space is equivalent to the 50% of the width of the logo in the given size



APPLICATIONS OF THE LOGO IDENTITY

TOWN SIGN

The identity and logo would be represented on a sign like a village sign at entrance points to the town, reminiscent of the historic “coal posts” as markers on the boundary of places. It is suggested to locate these town signs at roundabouts and key points of entry to the town. The plan shows where these suggested location points are.



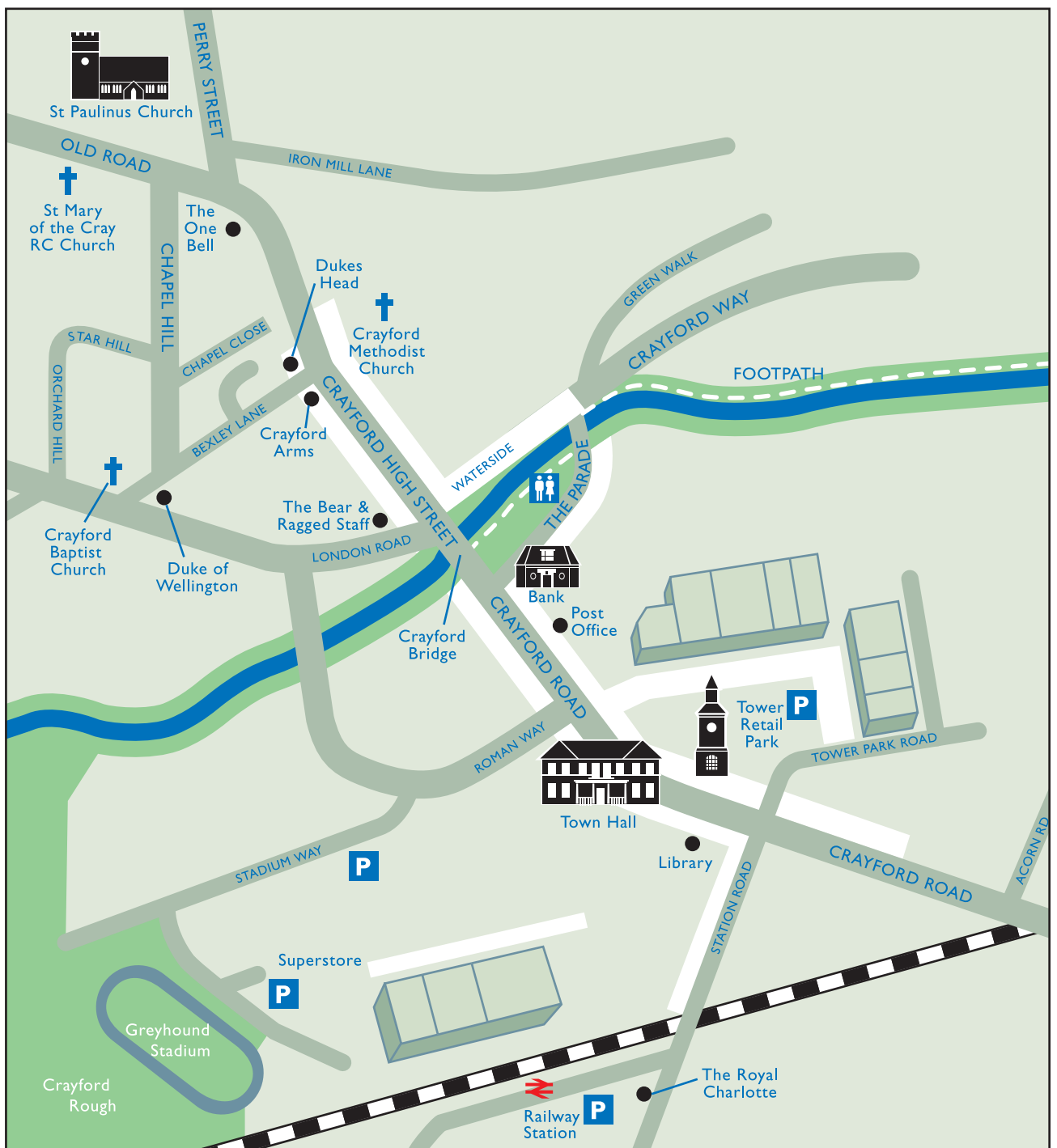
TOWN MAP

The town map established for Crayford tries to emphasise the green and leafy nature of the place, its distinct boundary and green surrounds.

The map highlights the public realm areas to stress the pedestrian environment as being more important than the road traffic routes.

Key landmarks, features and public information are also shown.

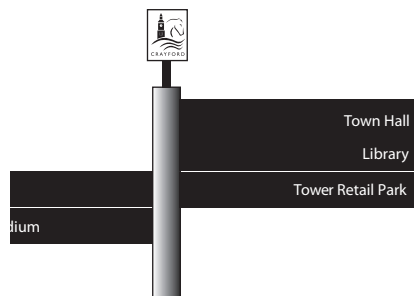
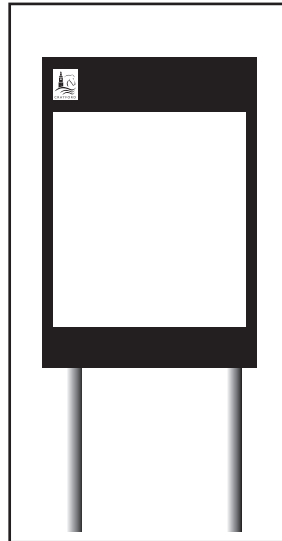
The aim would be that the map is printed and posted in a map case behind glass. It would then be economical to update as new developments and regeneration projects are carried out.



COMPLEMENTARY STREET FURNITURE

Street furniture chosen for the public realm needs to be complementary to the design principles established for the identity, and has to sit well within the context. It cannot reflect a completely different age and tradition to its context otherwise it becomes a purely subjective selection being different for each person depending on their own taste, likes and dislikes. It is important to reinforce the consistent identity throughout the public realm.

The details on pages 9 to 16 are illustrative and the equivalent specification from an alternative manufacturer would be equally acceptable.



SEATS

Weyburn BX MW /110 / S

Specification:

Robust all steel welded seat painted black bench should be fitted with armrests

Sizes:

533mm wide
820mm high above ground
450mm buried fixing

Contact details:

Broxap
Rowhurst Industrial Estate
Chesterton
Newcastle-under-Lyme
Staffordshire
ST5 6BD

01782 564411



LITTER BINS

Derby Slimline reduced height BX 45 2596-RH

Specification:

2mm Zintex steel, polyester powder coated black 0.6 galvanised steel liner. 20mm heavy duty steel pivot hinge with slam lock and hexagonal key operated unlocking

Size:

940mm high

535mm wide

410mm deep

Capacity 90 litres

Derby Double Slimline BX 45 2596-DDS-RC

2mm Zintec steel, featuring a heavy duty front opening door with stainless steel slam lock, 200mm heavy duty steel liners 0.9mm with safety top edge and two handles. Laser cut text with white backing plate, to read **Litter** on left side and **Recycling** to right side.

Size:

1015mm high

760mm wide

420mm deep

Capacity 160 litres

Bins to be fitted with the following items:

BX 45 X-BB Rodent Bait Box

BX 45 X-AG Auto Graffiti Polyurethane Finish

BX 45 LOGO A polycarbonate plaque, black with a white background (size 200mm wide x 300mm high) this is the Crayford logo featured in this guide

Contact details:

Broxap

Rowhurst Industrial Estate

Chesterton

Newcastle-under-Lyme

Staffordshire

ST5 6BD

01782 564411



BOLLARDS

FEN BX 1677

Specification:

Cast iron bollard painted black

Sizes:

120mm diameter

750mm high above ground

300mm buried depth

Contact details:

Broxap

Rowhurst Industrial Estate

Chesterton

Newcastle-under-Lyme

Staffordshire

ST5 6BD

01782 564411



LIGHTING

Urbis Lighting Aurora range

Specification:

Highway and pedestrian areas - 5m high

- Urbis lamp type: Aurora1 clear polycarbonate, deep bowl 70W reflector 1200. Fixing details suspended 3/42 BSP
- Bracket type: Cascade female 1 Outreach 0.75m shaft O/D 76mm (double arm bracket where suitable)
- Lamp: SON-T Plus Phillips, Gear 70lux, body colour black matrix no. 911381
- Column: plain; interface height 4.6m; height to light source 5m; shaft diameter 76mm; base diameter 140mm, with 60mm O/D male spigot; black, paint supplied either by Urbis or Corus



Highway lighting - Urbis Aurora range can be supplied at 8m, 10m or 12m heights

Contact details:

Urbis Lighting Ltd.
Telford road
Houndmills
Basingstoke
Hampshire
RG21 6YW

01256 354446

CYCLE PARKING

BX / MW / SPS

Specification:

Steel galvanised and polyester
powder coated black
Base plate or root fixed

Sizes:

50mm diameter tube
800mm high
780mm wide

Contact details:

Broxap
Rowhurst Industrial Estate
Chesterton
Newcastle-under-Lyme
Staffordshire
ST5 6BD

01782 564411



PAVING

Charnwood Paving

Specification:

Concrete slab paving
French Grey

Sizes:

400 x 400 x 65 mm small square paving
should be used at all times

Contact details:

Marshalls
Landscape House
Permier Way
Lowfields Business Park
Elland
HX5 9HT

0845 3020600



MAP CASE

Display case

Powder coated durable cast aluminium display case with opening hinged transparent polycarbonate face to hold printed map and /or local information

Map case header panel to have new town identity

Map case supported by two black powder coated aluminium legs

Supply cost:

To order

Contact details:

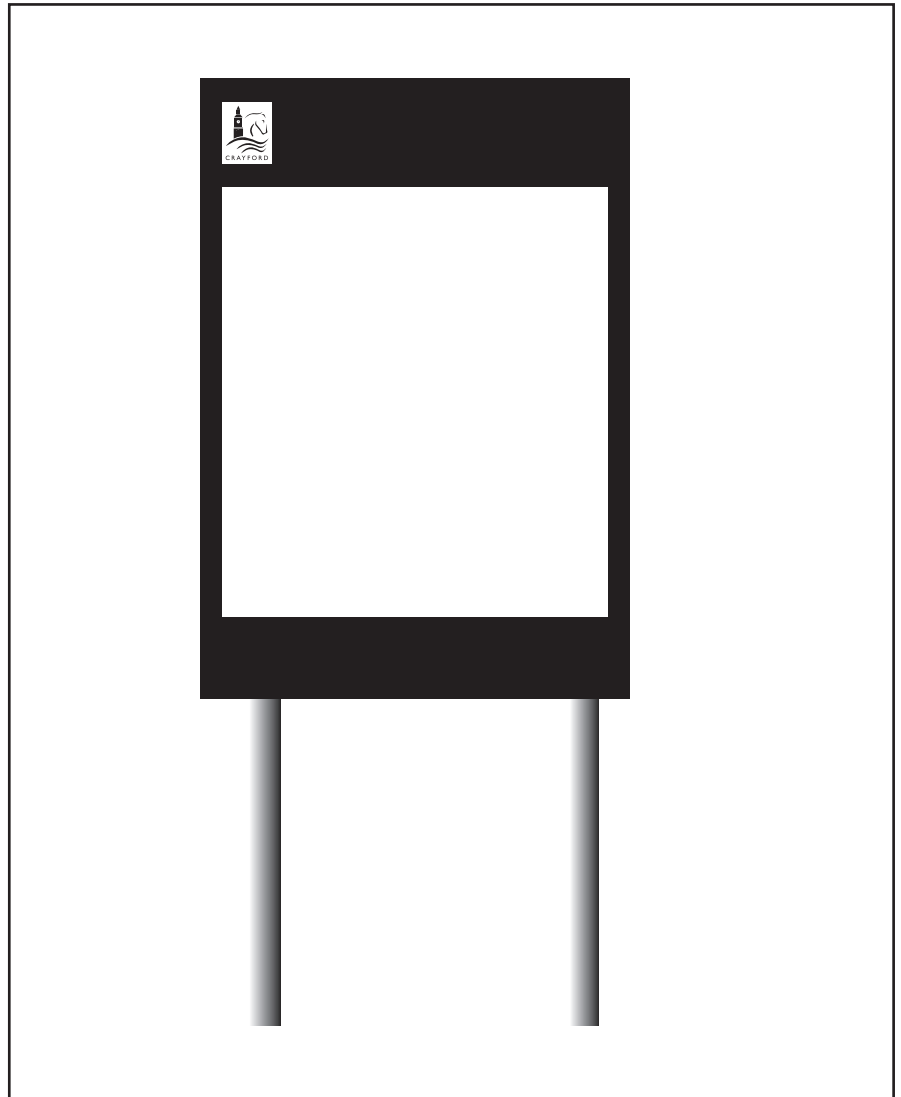
Broxap
Rowhurst Industrial Estate
Chesterton
Newcastle-under-Lyme
Staffordshire
ST5 6BD

01782 564411

or

Ultralon Ltd
PO Box 291
Watford
WD18 9QL

01923 226690



PEDESTRIAN DIRECTIONAL SIGNS

Fingerpost Geo

- Standard Geo post with special finial
- Black aluminium pole 90mm diameter
- Black extruded aluminium directional finger slats connection to post with discrete fixings, and fingers slats to point in anyone of 8 directions
- Max 5 slats per direction.
- Slats to be fixed so that they cannot be turned after installation
- Text lettering white and to match identity

Note: Final content of the finger sign text to be confirmed.

Sizes:

Height to underside of lowest finger 2.4m

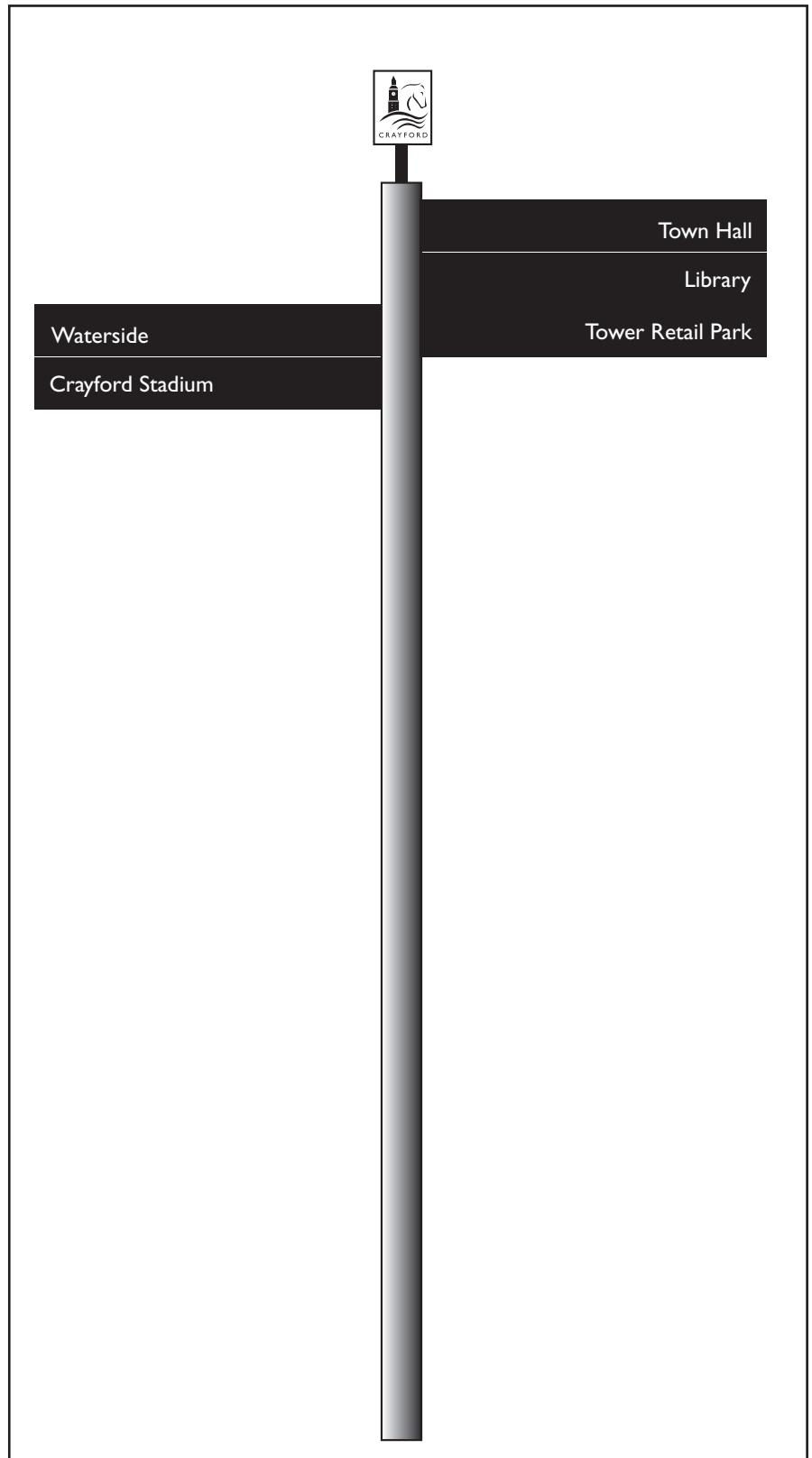
Cost to supply one:

To order

Contact details:

Woodhouse UK
Spa Park
Leamington Spa
Warwickshire
CV31 3HL

01926 314313



SHOP FRONT GUIDE

INTRODUCTION

It is well recognised that town centres with attractive, locally distinctive and well maintained shop frontages have a better prospect of improving their economic well being. Poorly deisgned and badly maintained shopfrontages tend to create a run down appearance of the place as a whole and have a negative perception in the eyes of the visitor. The quality of the shopfronts therefore have a crucial impact on the identity of

the place and are a key element of the public realm.

It is recognised that complete new shopofronts can be a significant investment. The aim of this guide is to enable existing and new shop owners to understand some of the issues to do with the shopfrontage appearance, what is considered best practice and how over-time, changes can be made when funding allows that can reinforce a positive identity to Crayford.

The consultation process established a range of themes that were felt to be important for new shopfronts:

- Encouraging transparency of the shopfront / reflecting the products being sold
- Developing a dialogue with the street / considering the display area
- Expressing the shop elements
- Encouraging uniformity and rhythm of shops within a row



Old Crayford

SHOP FRONT ELEMENTS

An analysis of Crayford shopfronts showed that the shops are within distinct blocks of development and as such a different approach could be adopted for each block. A 'one design fits all' solution is not always appropriate. However there are a number of particular elements within a shopfront that can be considered in isolation.

These elements are:

Display area -

the window and the layout of products on sale in the street.

Signs -

creating a distinctive fascia, keeping a uniformity of line and size between shops in a row, and how it is lit.

Threshold -

location of door, inseting the shopfront or keeping it flat, and type of shutters and awnings.

Plinth and frame -

materials, colour, size

In Crayford there seems to be four types of shop:



Open shop / no door



Strong window display

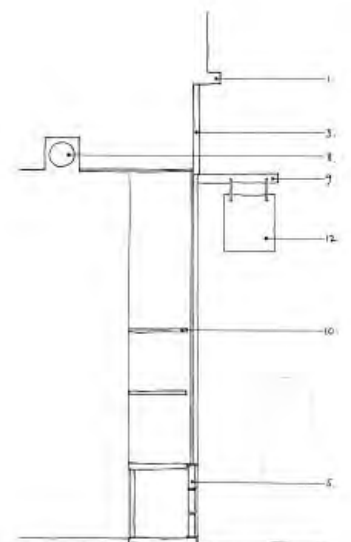
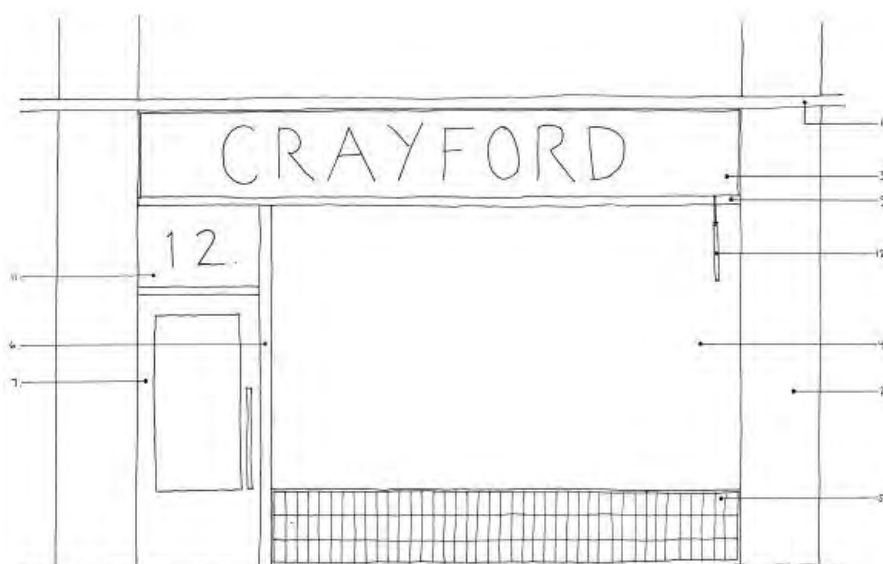


Closed private shop / office



Cluttered / full window

1. EXISTING CORNICE
2. EXISTING PIER
3. SIGN HAND PAINTED
4. GLASS WINDOW
5. STALL RISER
6. COLUMN
7. DOOR
8. INTERNAL GRILL
9. AWNING
10. SHELVING
11. FANLIGHT.
12. HANGING SIGN



CRAYFORD STREETS

Crayford Road

Key issues: 2 sides with different building types
Well visited
Traffic dominates
Varied usage but few offices / closed facades



Crayford High Street

Key issues: Disconnected row
Varied buildings
Varied usage



Waterside

Key issues: 3 building types
River and park space runs between
Pedestrianised to one side
No relationship to public space



SHOPFRONT PRINCIPLES

There are a few core principles of new shopfront design which provide visual interest, and show a good relationship with the street by providing quality and vitality.

Individuality:

- Within a strong street front a certain amount of individuality adds interest and colour.
- Corner shops can be treated differently to the rest of the street.

Security (lighting / shutters):

- External Roller Shutters are to be avoided as they deaden the street elevation.
- Where possible place shutters internally and set them behind a well lit window display.
- If shutters must be external they should be designed so the window display is visible behind.
- At night time the street should encourage pedestrians to window shop.
- Good lighting is needed to light the display and to make pedestrians feel safe.



SHOPFRONT PRINCIPLES

Openness :

- To encourage customers in and add interest to the elevation, setting back shop fronts and doors is encouraged.



- The display should ensure that it does not turn its back on the street, and consequently deaden the street scene.

Craftsmanship:

- Good design relies on quality materials and careful detailing and fabrication.

- Timber, glass, stone and steelwork are versatile materials to use and require craftsmanship.

- Standard aluminium shop window systems are best avoided as they do not add character to the streetscape.



Rhythm:

- It is important to keep the proportions and scale of the shop fronts within the buildings consistent.

- Double frontage shops should still distinguish the two shop fronts and avoid being fully combined.

- Pilasters between shop fronts and the building cornice over should be maintained and emphasised. Signs should not run over these elements.



SHOPFRONT COMPONENTS

Components

The following sections sets out good examples of the components that make up the shopfront.

Signs :

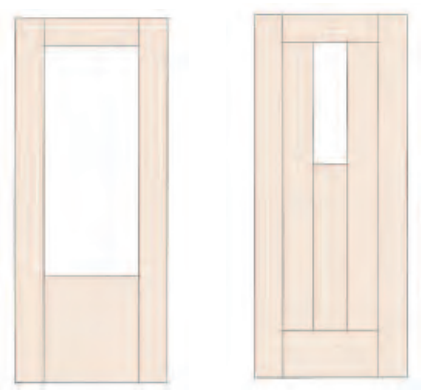
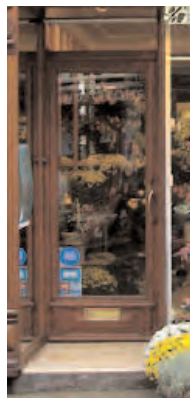
- Signs have a significant effect on the appearance of the shopfront. They should be considered as an integral part of the design.
- Use of corporate standard details are often unsympathetic and may need to be modified to suit the particular location.
- In particular the sign needs to consider:
 - Unity of the overall building. The design and proportions of the fascia and sign need to complement the building.
 - Suitable fonts/ typeface and colour that contributes to the character of the street, and size of the fascia . Too much information and crowded designs are to be avoided.
 - Materials - painted timber boards, or hung metal letters are preferred to acrylic and internally illuminated sign fascias.



SHOPFRONT COMPONENTS

Doors / fanlight -

- Rhythm should reflect the language and style of the shop type.
- Materials - quality / timber, glass, metal.
- Colour / finish - paint or stains.
- Ironmongery - subtle.
- Shop number / font / finish - painted onto fanlight.
- Placement - central / off-set - depends on proportions of shopfront and rest of the street.



Stall riser -

- Variety is to be encouraged.
- Height to be appropriate to shop type.
- Quality of materials important.
- Craftsmanship is encouraged, not standardised systems.



SHOPFRONT COMPONENTS

Glazing / display

The window area and display can add visual interest to the street. In particular the window area design should consider:

- Glazing height is appropriate to shop type.
- Display - design in shelves to shop front / avoid window adverts / light display for night time.
- Quality of visual appearance is important.
- Good displays provide welcoming appearance to the street scene.
- Good use of the window display draws people to the shop.



Shutters & lighting-

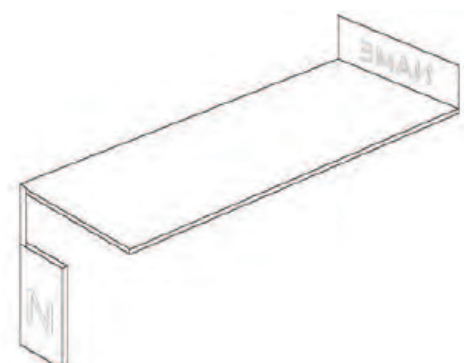
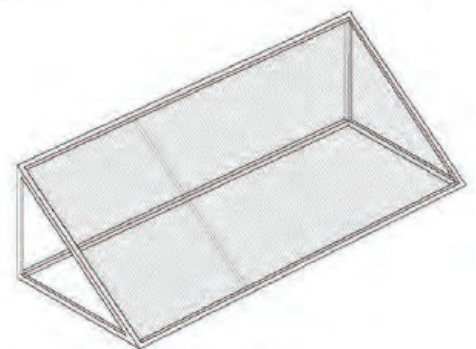
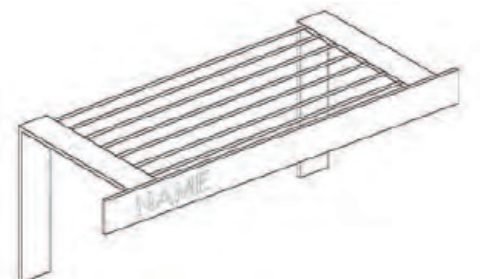
Solid security shutters can provide a very unwelcoming appearance to the street.

- Security - keep shutters inside and behind window display.
- Night Display - if external, use lattice shutters to see window display behind.
- Lighting - it is important to light both the shop front and the window display not necessarily with the same lighting.
- Avoid roller shutters with large external boxes.



Awnings

- Uniformity to give each street it's own character.
- Rhythm.
- Appropriateness to street.
- Heights - must finish min. of 2.4m above pavement.
- Lighting - to be set both above awning to light fascia sign and below to light shopfront.
- Signage - set awning below signage so text not required on awnings.
- Colour - the awning is an area where colour can be used to add variety.
- Materials - textile / metal / timber - crafted & quality detail.

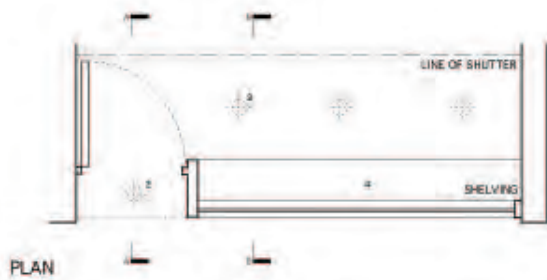
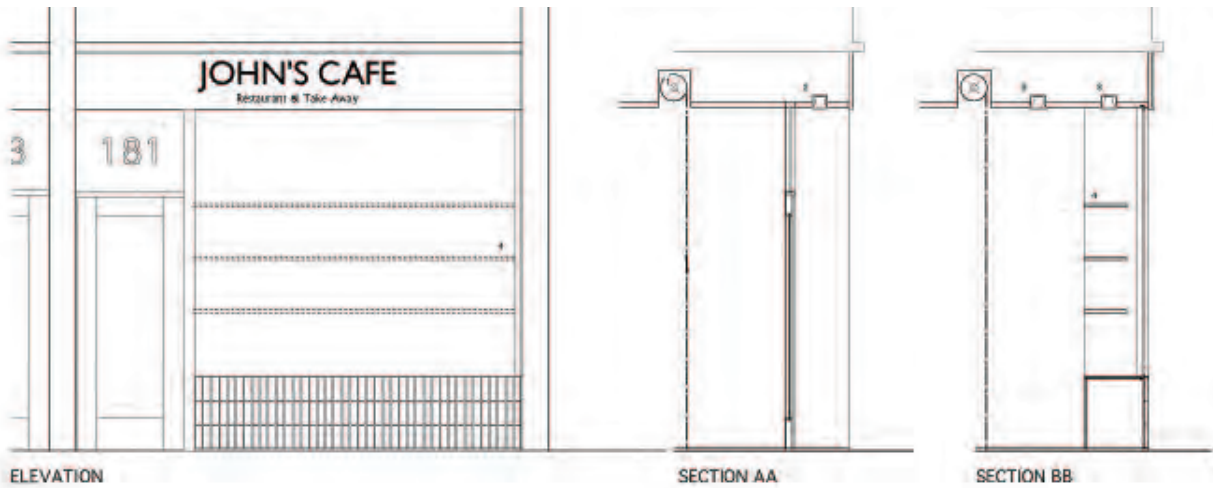


SHOPFRONT COMPOSITION Generic Principles

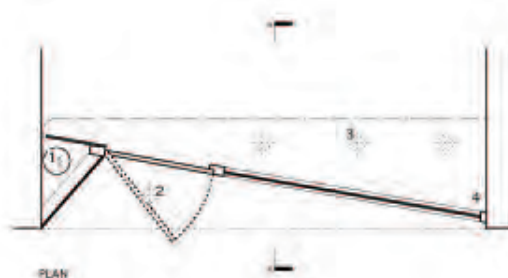
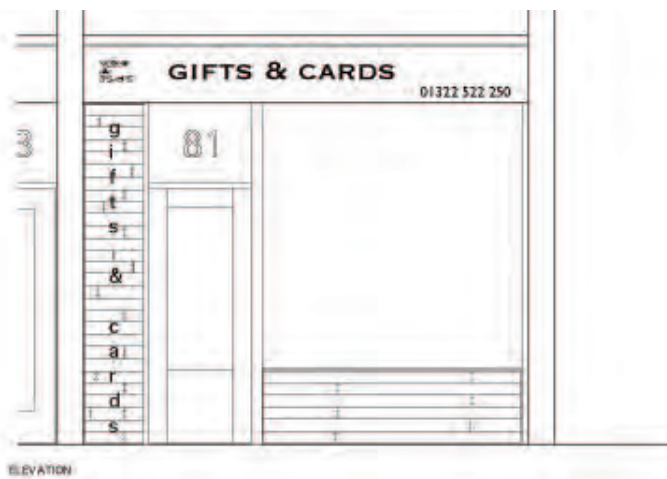
It is well recognised that setting back doorways and creating a visual threshold draws more people into the shop.

This set back can be completed in a number of ways 2 options are shown here from a simple door setback to an angled shopwindow.

Both options give the opportunity for good focussed window displays. The following page show illustrative examples of this.



- ELEMENTS
1. SHUTTER BOX
 2. LIGHTING TO ENTRANCE
 3. LIGHTING TO DISPLAY
 4. SHELVING

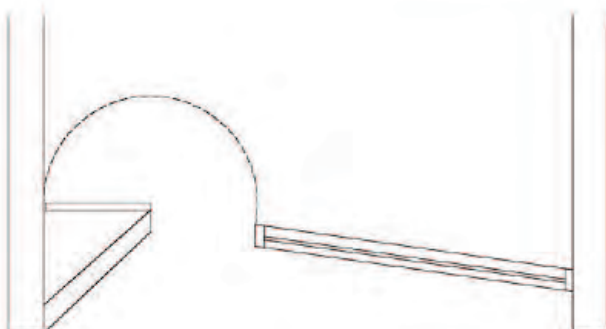
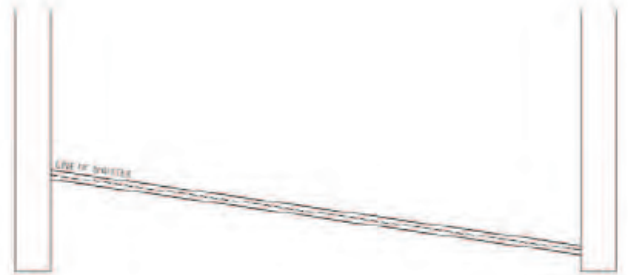
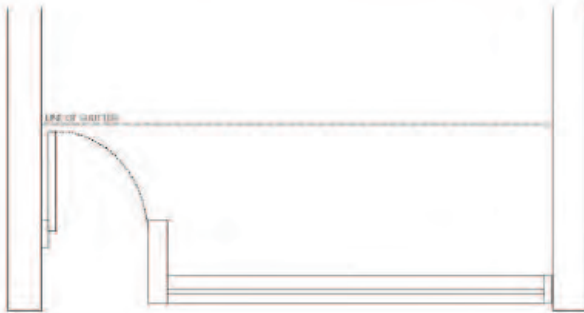


- ELEMENTS
1. SHUTTER BOX
 2. LIGHTING TO ENTRANCE
 3. LIGHTING TO DISPLAY
 4. WINDOW DISPLAY / FLOOR OR RAISED

SHOPFRONT COMPOSITION Generic Principles



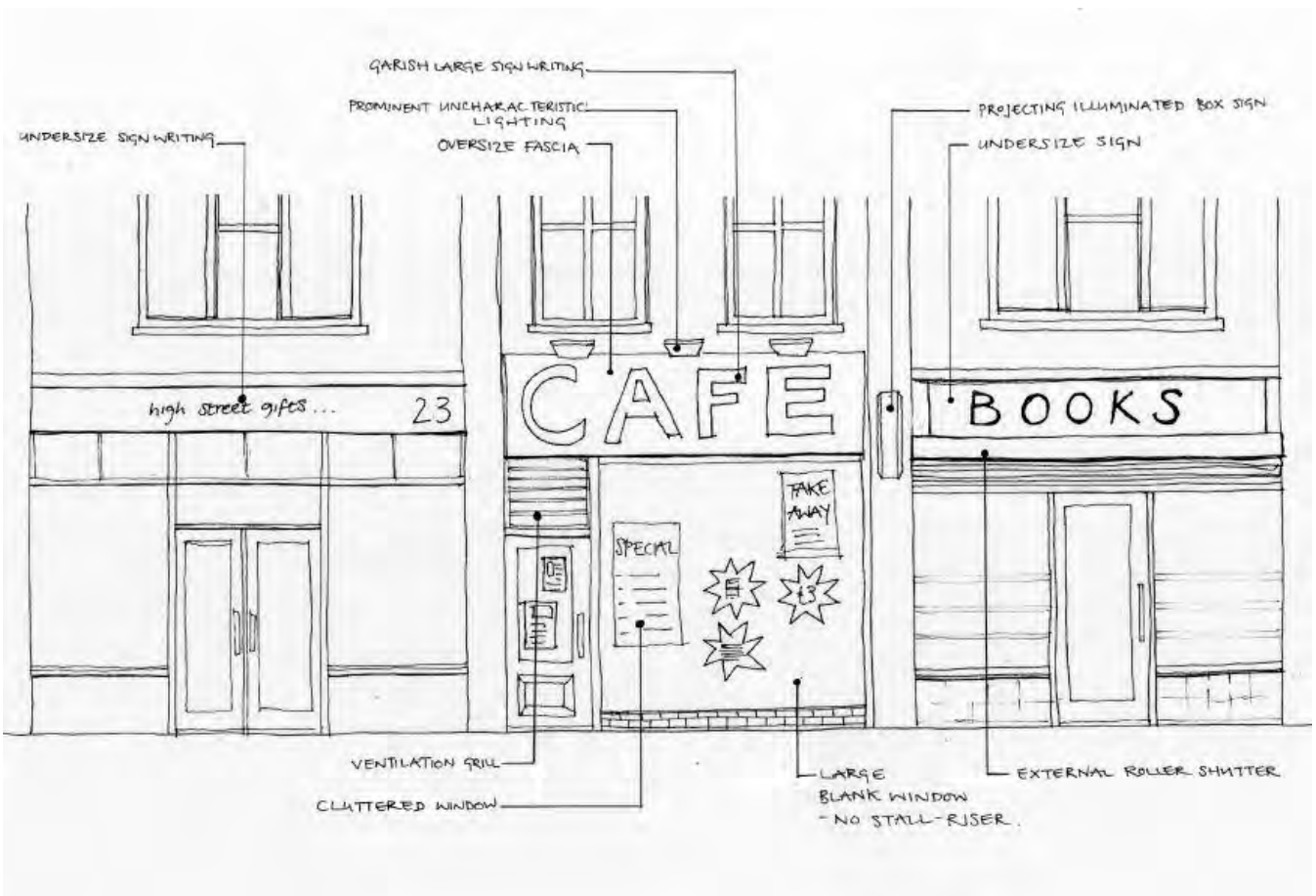
ELEVATION



SHOPFRONT COMPOSITION How not to do it

There are many elements to be considered in developing a composition for a new shopfront.

Set out below are some of the common mistakes which do little to add value and positive identity to the street scene.



DESIGN SOLUTIONS: High Street

As stated previously Crayford town centre is made up of several different streets, and each has a different character. As such one single solution for shopfronts in Crayford is not always appropriate. Set out are a few examples of suggested solutions for each street.

HIGH STREET

Analysis

- Many different styles of shop front & buildings
- No modulation
- No control over signage
- Shop fronts are often stepped up the hill

Principles

- Allow for setting back of shops

- Retain variety in shops
- Control materials used in shop front
- Control sign sizes and styles

Ideal solutions

- Where possible, splayed and inset shop front to break up façade and draw in customers
- Variety of types of doors, appropriate to type of use of shop
- Depending on width of shops, doors can be central or placed to one side with single 1000mm wide opening
- Metal or timber frames to shop fronts and glazing
- Black or gold lettering for street number on fanlight

over doors

- 800mm high stall riser preferred, metal frame with variety of insets - painted timber, varnished timber boarding, metalwork or bricks, but can vary in height between building types.
- Timber finish to be painted or varnished hardwood. Metal work to be stainless steel or brass, not aluminium
- Awning to be small metal structure preferably to bespoke design with projecting and hanging sign names set below shop sign
- Retain and accentuate pilasters between shop fronts
- Approx. 450mm high shop sign, full width of shop front, between pilasters and below existing cornice. Variety to signs encouraged and final



DESIGN SOLUTIONS High Street

choice of height depends on building proportions.

- Glass window displays to be sheet glass in timber frame. No sub divisions.
- Where window display is not wanted, design and fabricate a louvered timber screen behind glazing or opaque glass.
- Avoid placing advertisements in windows
- Well lit window display in front of line of internal shutters
- Shop signs to be lit from above or behind



DESIGN SOLUTIONS: Crayford Road

CRAYFORD ROAD

East side

Analysis

- Dominated by road running through
- Break in style of block - victorian / modern
- Flat elevation
- Mostly similar modular units

Principles

- Link break between blocks horizontally
- Re-emphasise breaks between shop fronts
- Establish module & format for signs

Ideal solutions

- Variety important as busy active street
- Doors in a variety of positions and styles
- Timber posts between glazing and doors
- Black lettering for street number on fanlight over door
- Variety of stall riser heights depending on shop use
- Timber finish either paint or varnish
- All timber to be hardwood if varnished
- Awning to be metal structure preferably to bespoke design including hanging name signs set below shop sign. This element should be

uniform

- Retain and accentuate pilasters between shop fronts
- Min.540mm to max 600mm high shop sign, full width of shop front, between pilasters and below existing cornice. Preferably painted timber sign.
- Glass window displays to be sheet glass in timber frame. No sub divisions.
- Well lit window display in front of line of internal shutters
- Shop signs to be lit from above or behind
- Lighting, shutters, signage and window displays are particularly important in this street



DESIGN SOLUTIONS: Crayford Road



DESIGN SOLUTIONS: Crayford Road

CRAYFORD ROAD

West side

Analysis

- Flat façade
- Strong horizontality
- Same module and height
- Always experienced through peripheral vision

Principles

- Set back shops to widen pedestrian area
- Add verticality back to elevation
- Lighting for shop fronts
- Internal shutters to encourage window shopping

Ideal solutions

- Splayed and inset shop front to break up façade and

draw in customers

- Doors set to one side -single 1000mm wide opening
- Fully glazed metal framed doors or solid timber doors
- Timber posts between glazing and doors
- Black lettering for street number on fanlight over doors
- 150 - 600mm high stall riser - varied infill: timber weatherboarding / glazed tiles / brick slips
- Varied sized glazed window display set into either metal or timber frame
- Angled inset to be full height glazed brick or painted timber boarding. Extra signage can be place here.
- Timber finish to be painted or varnished hardwood

- Awning to be metal structure preferably to bespoke design including hanging name signs set below shop sign
- Retain and accentuate pilasters between shop fronts
- 800mm high shop sign, full width of shop front, between pilasters and below existing cornice. Type of signs can vary
- Glass window displays to be sheet glass in timber or metal frame. No sub divisions.
- Well lit window display in front of line of internal shutters
- Shop signs to be lit from above or behind
- Lighting, shutters, signage and window displays are particularly important in this street



DESIGN SOLUTIONS: Crayford Road



DESIGN SOLUTIONS: Waterside

WATERSIDE Empire buildings

Analysis

- Strong identity of Empire buildings - heart of town
- Does not address the street or pedestrian area
- Modular shops
- No control over sign sizes

Principles

- Keep breaks between

shopfronts

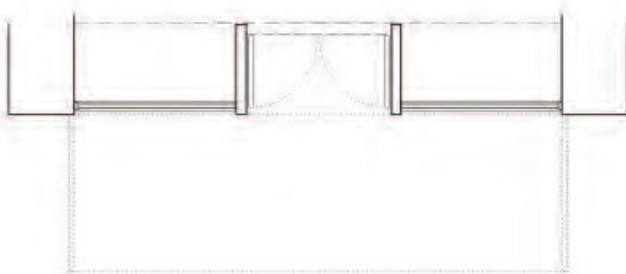
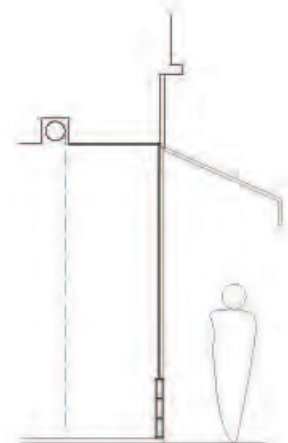
- No extra vertical emphasis required
- Control size of signs within deep sign zone
- Larger awnings to acknowledge river

Ideal solutions

- Central doors - double, 800mm leaf each, single 1000mm wide opening
- Inset timber, half glazed

doors opening outwards.

- Timber posts between glazing and doors
- Gold lettering for street number on fanlight over door
- 600mm high stall riser, metal frame with inset timber weatherboards
- Timber finish either paint or varnish
- All timber to be hardwood if varnished



DESIGN SOLUTIONS: Waterside

- Awning to be of fabric placed under shop fascia signs and to be no lower than 2.4m from pavement when open
- Retain and accentuate pilasters between shop fronts
- 800mm high shop sign, full width of shop front, between pilasters and below existing cornice. Preferably painted timber sign.
- Glass window displays to be sheet glass in timber frame. No sub divisions.
- Well lit window display in front of line of internal shutters
- Shop signs to be lit from above or behind



WATERSIDE 1960's block

Analysis

- Flat façade
- Modular shops
- Grid structure accentuated on elevation
- No control over signs

Principles

- Allow for setting back shops



DESIGN SOLUTIONS: Waterside

- Keep breaks between shop fronts
- No extra vertical emphasis required
- Control over signs
- Larger awnings to acknowledge river
- Black lettering for street number on fanlight over doors
- 150 - 300mm high stall riser - brick courses or concrete cill
- Fully glazed window display set into either metal or timber frame
- Angled inset to be full height glazed brick or painted timber boarding. Extra signage can be placed here.
- Timber finish to be painted or varnished hardwood
- Awning to be metal structure preferably to bespoke design including hanging name signs set below shop sign
- Retain and accentuate pilasters between shop fronts
- 500mm high shop sign, full width of shop front, between pilasters and below existing cornice. Type of signs can vary
- Glass window displays to be sheet glass in timber or metal frame. No sub divisions.
- Well lit window display in front of line of internal shutters
- Where window display is not wanted, design and fabricate a louvered timber screen behind glazing
- Shop signs to be lit from above or behind

Ideal solutions

- Splayed and inset shop front to break up façade and draw in customers
- Doors set to one side -single 1000mm wide opening
- Fully glazed metal framed doors or solid timber doors
- Timber posts between glazing and doors



DESIGN SOLUTIONS: Waterside

WATERSIDE

The parade

Analysis

- Symmetrical block with strong identity
- Shops unsymmetrical because of doors to flats over in elevation
- Some shops full width, some smaller to allow for domestic entrance
- Signs are all shapes and sizes and ignore levels

Principles

- Setting back shops not required
- Keep breaks between shop fronts
- Emphasise vertical breaks

- Control levels of signs etc
- Control lower panel sizes

Ideal solutions

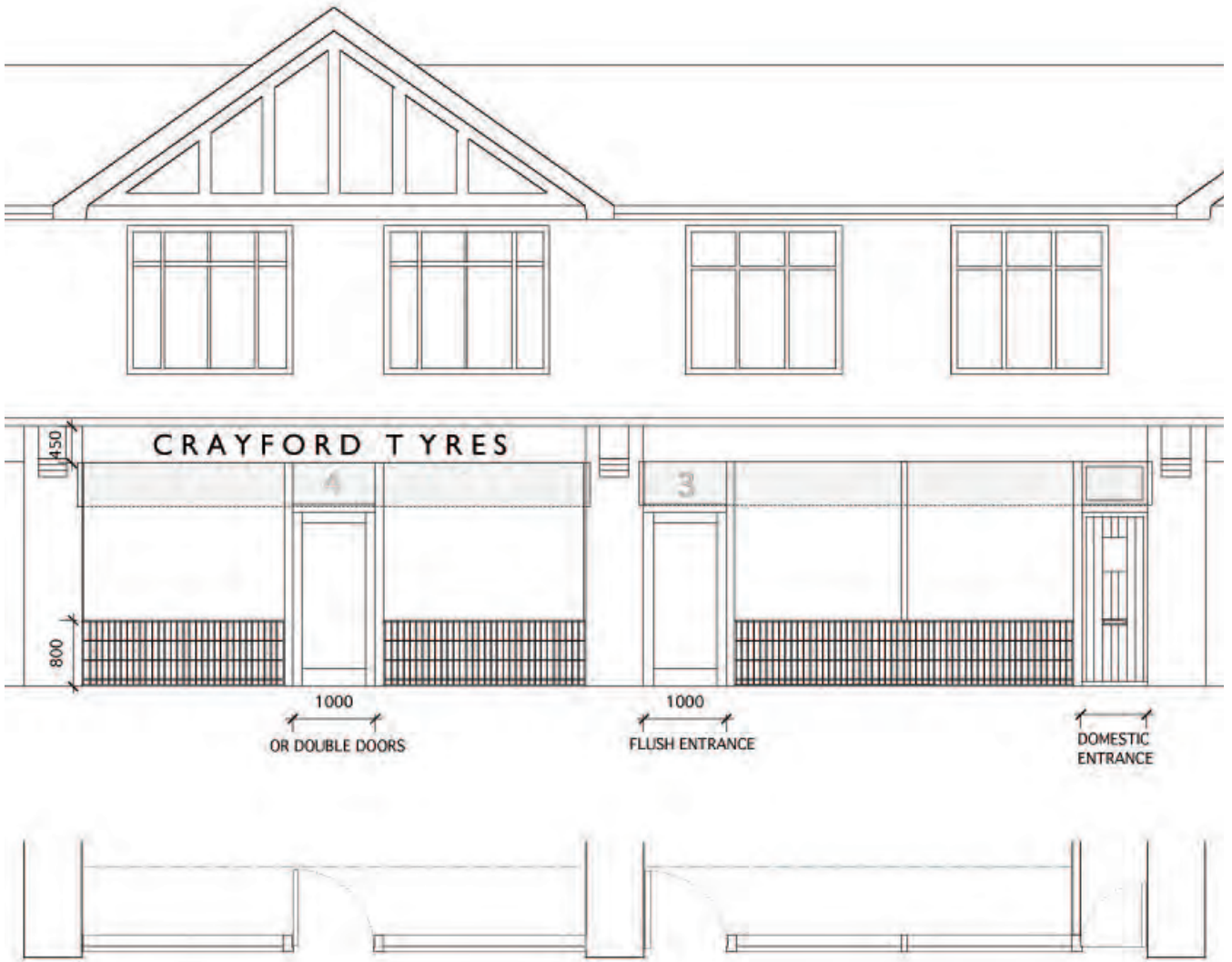
- Fully glazed timber framed doors to distinguish from domestic solid timber doors
- On full width shop front under gables, centralise doors, single 1000mm wide opening, and inset opening outwards.
- On shop fronts including a domestic entrance, place shop door to the side and keep flush with frontage.
- Timber posts between glazing and doors
- Black lettering for street number on fanlight over doors
- 800mm high stall riser,

metal frame with inset brick slips laid to any variety of pattern

- Timber finish to be painted
- Awning to be small metal structure preferably to bespoke design - infill of awning can be varied from timber slats to metal rods to fabric. Set below shop sign
- Retain and accentuate pilasters between shop fronts
- 450mm high shop sign, full width of shop front, between pilasters and below existing cornice. Preferably painted timber sign.
- Glass window displays to be sheet glass in timber frame. No sub divisions on full width shop front with central doors. Divide glazing into half on shop fronts with door to one side.
- Well lit window display in front of line of internal shutters
- Shop signs to be lit from above or behind



DESIGN SOLUTIONS: Waterside



DISABILITY ISSUES

In April 2005, a new Disability Discrimination Act was passed by Parliament which amends or extends existing provisions in the DDA 1995. Some new laws came into force in December 2005, and some others in December 2006.

Since 1 October 2004, service providers have had new duties. They are required to take reasonable steps to tackle physical features of premises, like steps or narrow doorways, that prevent, or make it unreasonably difficult for, a disabled people to access their services.

To ensure compliance all doorways should have a clear width of 1m and all thresholds should be flush.

Entrances should be well lit and signage should be well defined.

