



Guildhall

<https://www.accessable.co.uk/shropshire/access-guides/guildhall>

This Accessibility Improvement Report (AIR) Matrix has been compiled from an assessment by an AccessAble surveyor. The aim of the document is to flag potential accessibility improvements.

Some of these may not be feasible, but we hope the report is helpful in flagging areas that you may wish to consider. We have also added guidance for standard facilities as there may be elements such as visual contrast which will help people who may not require a fully wheelchair accessible facility. This could either be now, or when carrying out remedial or refurbishment work in the future. Factors that often influence the viability of work being undertaken are the venue's usage and age, budgets, and the physical feasibility of the work itself. AccessAble's team of NRAC auditors and consultants are able to provide specialist support, including design reviews and inclusive design expertise during the planning process. Please visit www.AccessAbleConsultancy.co.uk for more information.

It is not possible for an organisation to say your venue is 'DDA compliant' or 'compliant to the Equality Act'. (The Equality Act superseded the Disability Discrimination Act in 2010).

This is because there is no standard set within the legislation, it is a rights based piece of legislation and requires on going anticipation of the needs of disabled people.

The best practice referenced in this report is drawn directly from British Standard BS8300:2018, this standard has been developed with disabled people and is recognised across the UK and beyond. Where relevant, additional guidance is taken from Building Regulations: Approved Document M - Access to and use of buildings, Volume 2 - Buildings other than dwellings ((2015) and Scottish Building Standards, Non Domestic Technical Handbook (April 2024) where applicable.

Disclaimer - We do not accept any responsibility for any direct, or third party, loss or damages as a result of this report's use.

How to read this document

There is a tab per area of the building/venue.

In column A are the accessibility features that a building/venue should ideally be able to offer.

If a cell is green it means the accessibility feature is in place.

If a cell is yellow it means the accessibility feature is in place, but it does not have all the attributes/features outlined in BS8300:2018.

If a cell is orange it means that the accessibility feature specified is not available.

Any cells in black are not relevant to that building/venue.

In some instances there may be multiples e.g. entrances, accessible toilets. If this is the case the information provided will be based on the 'best example'.

Columns C,D,E reference BS8300 guidance.

How venues use the document

They look at the colours per accessibility feature to spot areas they may want to prioritise. For example, they look at all orange cells to further prioritise them and explore the feasibility of improvements.

They then look at the Best Practice Guidance - checking the specific advice and the context on which area is being referenced.

Key

	Available
	Available, however there are issues
	Not available
	Not applicable

Agenda item 8b

Entrance (Butter Market)	Comment	BS8300 Best Practice Guidance	BS8300 Guidance Ref	BS8300 Diagram Ref
Does the venue offer an accessible step-free entrance / access point?		<p>Access routes should not contain steps, stairs, turnstiles, revolving doors, escalators or other features which constitute a barrier to disabled people, unless a suitable means for bypassing the barrier has been provided close by and is always available for use. If a change in level along an internal circulation route is unavoidable, it is necessary to provide an alternative means of access, i.e. a slope or ramp, or, if there is insufficient space for a ramp, a non-enclosed vertical lifting platform.</p> <p>A ramp should have the lowest practicable gradient within the range 1:20 to 1:12 (5% - 8.3%).</p>	Vol 1 - 8.1.1, 9.2.2 & Vol 2 - 10.2	Table 3
Does this entrance / access point offer automatic or no doors?	The gates are permanently held open.	<p>Entrance doors to a building should be usable by all.</p> <p>Unless suitably designed, the entrance to a building can often be a barrier to access. Factors including the ease and operation of the entrance door/doors should be addressed in the design of the entrance to a building.</p>	Vol 2 - 8.2.1, 8.2.3 & 8.4.1	N/A
Does this entrance / access point offer an opening width of 80cm?		<p>Unless suitably designed, the entrance to a building can be a critical barrier to access for disabled people. The minimum effective clear width of a single leaf door, or one leaf (the primary leaf) of a double leaf door, clear of any projections from the face of the door should be 100cm (a 77.5cm clear door opening width is however still acceptable for existing buildings under current Building Regulations (80cm is required under Scottish Building Standards)). There should be an unobstructed space of at least 30cm between the leading edge of the door and a return wall or other obstruction. Increasing this space to 60cm will improve manoeuvrability, reduce the risk of wheelchair colliding with the wall, and enable wheelchair users to pass through the door more easily.</p>	Vol 2 - 8.2, 8.3.1 & 8.3.2	Table 2

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Area (Butter Market)	Comment	BS8300 Best Practice Guidance	BS8300 Guidance Ref	BS8300 Diagram Ref
Does the room / area have step-free access?		<p>Access routes should not contain steps, stairs, turnstiles, revolving doors, escalators or other features which constitute a barrier to disabled people, unless a suitable means for bypassing the barrier has been provided close by and is always available for use. If a change in level along an internal circulation route is unavoidable, it is necessary to provide an alternative means of access, i.e. a slope or ramp, or, if there is insufficient space for a ramp, a non-enclosed vertical lifting platform.</p> <p>A ramp should have the lowest practicable gradient within the range 1:20 to 1:12 (5% - 8.3%).</p>	Vol 1 - 8.1.1, 9.2.2 & Vol 2 - 10.2	Table 3
Does the room / area offer an opening width of 80cm?		<p>The minimum effective clear width of a single leaf door, or one leaf (the primary leaf) of a double leaf door, clear of any projections from the face of the door should be 82.5cm where the approach is at right angles from an access route at least 120cm wide and 80cm either straight on or at right angles from an access route at least 150cm wide. There should be an unobstructed space of at least 30cm between the leading edge of the door and a return wall or other obstruction. Increasing this space to 60cm will improve manoeuvrability; reduce the risk of wheelchair colliding with the wall, and enable wheelchair users to pass through the door more easily. An effective clear width of less than 80cm might result in people with poor manoeuvring ability or with large wheelchairs not being able to pass through without damage to themselves or the door or frame (a 75cm – 77.5cm door (depending on the approach) is however still acceptable for existing buildings under current Building Regulations (80cm is required under Scottish Building Standards)). Use of the 100cm effective clear width more easily accommodates electric mobility scooters, powered wheelchairs, double pushchairs, people with assistance dogs and where there is heavy pedestrian traffic.</p>	Vol 2 - 8.2, 8.3.1 & 8.3.2	Table 2
Is there step-free access throughout?		<p>Access routes should not contain steps, stairs, turnstiles, revolving doors, escalators or other features which constitute a barrier to disabled people, unless a suitable means for bypassing the barrier has been provided close by and is always available for use. If a change in level along an internal circulation route is unavoidable, it is necessary to provide an alternative means of access, i.e. a slope or ramp, or, if there is insufficient space for a ramp, a non-enclosed vertical lifting platform.</p> <p>A ramp should have the lowest practicable gradient within the range 1:20 to 1:12 (5% - 8.3%).</p>	Vol 1 - 8.1.1, 9.2.2 & Vol 2 - 10.2	Table 3
Is there room for a wheelchair user to manoeuvre (150cm x 150cm)?		<p>The provision of sufficient space to manoeuvre and the design of individual chairs or seating are important factors to consider in the design of a building, if people are to use the building independently.</p>	Vol 2 - 15.1	N/A
Is there a mixture of seating options, e.g. fixed or removable, with or without armrests		<p>A mixture of seating options, e.g. fixed or removable, with or without arm rests, should be provided for customers or visitors to a building. If a seat is too high or too low, or if there are no arm rests or side supports, a person can experience considerable discomfort as a result of poor posture. A person might also have difficulty rising from a seated position if the seat is set too low, or if it has no arm rests. Some seating should be provided with arm rests to both sides of the seat in order to provide additional support.</p> <p>If tables and chairs are bolted to the floor, many people are unable to use them.</p>	Vol 2 - 15.1, 15.1.1, 17.1 & 20.6	N/A
Is there a signed hearing assistance system?		<p>An assistive listening system, using induction loop, infrared or radio transmission, should be installed in rooms and spaces used for meetings, lectures, classes, performances, spectator sport or films, and at help and information points and service or reception counters where the background noise level is not low or where glazed screens are used. The presence of an assistive listening system should be clearly indicated for each area by the relevant public information symbol.</p>	Vol 2 - 13.2	Figure 9

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Exit (Butter Market)	Comment	BS8300 Best Practice Guidance	BS8300 Guidance Ref	BS8300 Diagram Ref
Does the venue offer an accessible step-free exit		<p>Access routes should not contain steps, stairs, turnstiles, revolving doors, escalators or other features which constitute a barrier to disabled people, unless a suitable means for bypassing the barrier has been provided close by and is always available for use. If a change in level along an internal circulation route is unavoidable, it is necessary to provide an alternative means of access, i.e. a slope or ramp, or, if there is insufficient space for a ramp, a non-enclosed vertical lifting platform.</p> <p>A ramp should have the lowest practicable gradient within the range 1:20 to 1:12 (5% - 8.3%).</p>	Vol 1 - 8.1.1, 9.2.2 & Vol 2 - 10.2	Table 3
Does the exit offer automatic or no doors?	The gate is permanently held open.	<p>Exit doors to a building should be usable by all.</p> <p>Unless suitably designed, the exit from a building can often be a barrier. Factors including the ease and operation of the door/doors should be addressed in the design.</p>	Vol 2 - 8.2.1, 8.2.3 & 8.4.1	N/A
Does the exit offer an opening width of 80cm?		<p>Unless suitably designed, the exit to a building can be a critical barrier to access for disabled people. The minimum effective clear width of a single leaf door, or one leaf (the primary leaf) of a double leaf door, clear of any projections from the face of the door should be 100cm (a 77.5cm clear door opening width is however still acceptable for existing buildings under current Building Regulations (80cm under Scottish Building Standards)). There should be an unobstructed space of at least 30cm between the leading edge of the door and a return wall or other obstruction. Increasing this space to 60cm will improve manoeuvrability, reduce the risk of wheelchair colliding with the wall, and enable wheelchair users to pass through the door more easily.</p>	Vol 2 - 8.2, 8.3.1 & 8.3.2	Table 2

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Access To (Court Room and Council Chamber)	Comment	BS8300 Best Practice Guidance	BS8300 Guidance Ref	BS8300 Diagram Ref
Does the most accessible route have step-free access?		<p>Access routes should not contain steps, stairs, turnstiles, revolving doors, escalators or other features which constitute a barrier to disabled people, unless a suitable means for bypassing the barrier has been provided close by and is always available for use. If a change in level along an internal circulation route is unavoidable, it is necessary to provide an alternative means of access, i.e. a slope or ramp, or, if there is insufficient space for a ramp, a non-enclosed vertical lifting platform.</p> <p>A ramp should have the lowest practicable gradient within the range 1:20 to 1:12 (5% - 8.3%).</p>	Vol 1 - 8.1.1, 9.2.2 & Vol 2 - 10.2	Table 3
Does the entrance / access point offer automatic or no doors?	There is a single manual door which is permanently held open.	<p>Entrance doors to a building should be usable by all.</p> <p>Unless suitably designed, the entrance to a building can often be a barrier to access. Factors including the ease and operation of the entrance door/doors should be addressed in the design of the entrance to a building.</p>	Vol 2 - 8.2.1, 8.2.3 & 8.4.1	N/A
Does the entrance / access point offer an opening width of 80cm?		<p>The minimum effective clear width of a single leaf door, or one leaf (the primary leaf) of a double leaf door, clear of any projections from the face of the door should be 82.5cm where the approach is at right angles from an access route at least 120cm wide and 80cm either straight on or at right angles from an access route at least 150cm wide. There should be an unobstructed space of at least 30cm between the leading edge of the door and a return wall or other obstruction. Increasing this space to 60cm will improve manoeuvrability; reduce the risk of wheelchair colliding with the wall, and enable wheelchair users to pass through the door more easily. An effective clear width of less than 80cm might result in people with poor manoeuvring ability or with large wheelchairs not being able to pass through without damage to themselves or the door or frame (a 75cm – 77.5cm door (depending on the approach) is however still acceptable for existing buildings under current Building Regulations (80cm is required under Scottish Building Standards)). Use of the 100cm effective clear width more easily accommodates electric mobility scooters, powered wheelchairs, double pushchairs, people with assistance dogs and where there is heavy pedestrian traffic.</p>	Vol 2 - 8.2, 8.3.1 & 8.3.2	Table 2

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Stairs	Comment	BS8300 Best Practice Guidance	BS8300 Guidance Ref	BS8300 Diagram Ref
Are the steps clearly marked?		Each step nosing should incorporate a durable, permanently contrasting continuous material for the full width of the stair on both the tread and the riser to help people who are blind or partially sighted appreciate the extent of the stair and identify individual treads. The contrasting material should extend 5cm to 6.5cm in width from the front edge of the tread and 3cm to 5.5cm from the top of the riser, and should contrast visually with the remainder of the tread and riser.	Vol 2 - 10.1.4	N/A
Do the steps have handrails on both sides?		A handrail should be provided on each side of a stair flight throughout its length (including intermediate landings where this does not obstruct the use of adjoining access routes). The top surface of the handrail should be between 90cm and 100cm from the pitch line of a stair and between 90cm and 110cm from the landing.	Vol 2 - 10.3.1	N/A
Is there a lift for access to other floors?		Lifting appliances are an essential amenity for many people, including disabled and older people, people with luggage or with children in pushchairs. Lifting appliances may be conventional passenger lifts, slow speed lifts, vertical lifting platforms or wheelchair stairlifts. However, wherever practicable conventional passenger lifts are to be preferred. Multi-storey buildings should have at least one conventional passenger lift. All conventional passenger lifts should be of sufficient size to be accessible by wheelchair users and people with limited mobility. All floors, including any below ground level, should be served by a conventional passenger lift.	Vol 2 - 10.5 & 10.5.1	N/A

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Entrance (Court Room)	Comment	BS8300 Best Practice Guidance	BS8300 Guidance Ref	BS8300 Diagram Ref
Does the venue offer an accessible step-free entrance / access point?		<p>Access routes should not contain steps, stairs, turnstiles, revolving doors, escalators or other features which constitute a barrier to disabled people, unless a suitable means for bypassing the barrier has been provided close by and is always available for use. If a change in level along an internal circulation route is unavoidable, it is necessary to provide an alternative means of access, i.e. a slope or ramp, or, if there is insufficient space for a ramp, a non-enclosed vertical lifting platform.</p> <p>A ramp should have the lowest practicable gradient within the range 1:20 to 1:12 (5% - 8.3%).</p>	Vol 1 - 8.1.1, 9.2.2 & Vol 2 - 10.2	Table 3
Does this entrance / access point offer automatic or no doors?		<p>Entrance doors to a building should be usable by all.</p> <p>Unless suitably designed, the entrance to a building can often be a barrier to access. Factors including the ease and operation of the entrance door/doors should be addressed in the design of the entrance to a building.</p>	Vol 2 - 8.2.1, 8.2.3 & 8.4.1	N/A
Does this entrance / access point offer an opening width of 80cm?		<p>Unless suitably designed, the entrance to a building can be a critical barrier to access for disabled people. The minimum effective clear width of a single leaf door, or one leaf (the primary leaf) of a double leaf door, clear of any projections from the face of the door should be 100cm (a 77.5cm clear door opening width is however still acceptable for existing buildings under current Building Regulations (80cm is required under Scottish Building Standards)). There should be an unobstructed space of at least 30cm between the leading edge of the door and a return wall or other obstruction. Increasing this space to 60cm will improve manoeuvrability, reduce the risk of wheelchair colliding with the wall, and enable wheelchair users to pass through the door more easily.</p>	Vol 2 - 8.2, 8.3.1 & 8.3.2	Table 2

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Counter (Welcome Counter)	Comment	BS8300 Best Practice Guidance	BS8300 Guidance Ref	BS8300 Diagram Ref
Does the counter have step-free access?		<p>Access routes should not contain steps, stairs, turnstiles, revolving doors, escalators or other features which constitute a barrier to disabled people, unless a suitable means for bypassing the barrier has been provided close by and is always available for use. If a change in level along an internal circulation route is unavoidable, it is necessary to provide an alternative means of access, i.e. a slope or ramp, or, if there is insufficient space for a ramp, a non-enclosed vertical lifting platform. The approach from the entrance to the counter or reception point should be direct, free from obstructions, have a firm, slip-resistant surface and allow easy manoeuvre of a wheelchair.</p> <p>A ramp should have the lowest practicable gradient within the range 1:20 to 1:12 (5% - 8.3%).</p>	Vol 1 - 8.1.1, 9.2.2 & Vol 2 - 10.2, 8.6.3 & 16.1	Table 3
Is the counter at a suitable height for a standing user? (between 95cm - 110cm)		All customer counters or reception desks should include two work surface heights to accommodate customers or visitors standing (95cm - 110cm) and sitting (76cm - 86cm) (including wheelchair users), as appropriate to the circumstance.	Vol 2 - 16.3	Figure 21
Is the counter at a suitable height for a seated user? (between 76cm - 86cm)		All customer counters or reception desks should include two work surface heights to accommodate customers or visitors standing (95cm - 110cm) and sitting (76cm - 86cm) (including wheelchair users), as appropriate to the circumstance.	Vol 2 - 16.3	Figure 21
Is there a signed hearing assistance system?		An assistive listening system, using induction loop, infrared or radio transmission, should be installed at help and information points and service or reception counters where the background noise level is not low or where glazed screens are used. The presence of an assistive listening system should be clearly indicated for each area by the relevant public information symbol.	Vol 2 - 13.2	Figure 9

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Exhibition Space (Court Room)	Comment	BS8300 Best Practice Guidance	BS8300 Guidance Ref	BS8300 Diagram Ref
Is there step-free access throughout?		Access routes should not contain steps, stairs, turnstiles, revolving doors, escalators or other features which constitute a barrier to disabled people, unless a suitable means for bypassing the barrier has been provided close by and is always available for use. If a change in level along an internal circulation route is unavoidable, it is necessary to provide an alternative means of access, i.e. a slope or ramp, or, if there is insufficient space for a ramp, a non-enclosed vertical lifting platform. A ramp should have the lowest practicable gradient within the range 1:20 to 1:12 (5% - 8.3%).	Vol 1 - 8.1.1, 9.2.2 & Vol 2 - 10.2	Table 3
Is there room for a wheelchair user to manoeuvre (150cm x 150cm)?		The provision of sufficient space to manoeuvre and the design of individual chairs or seating are important factors to consider in the design of a building, if people are to use the building independently.	Vol 2 - 15.1	N/A
Is there a signed hearing assistance system?		An assistive listening system, using induction loop, infrared or radio transmission, should be installed in rooms and spaces used for meetings, lectures, classes, performances, spectator sport or films, and at help and information points and service or reception counters where the background noise level is not low or where glazed screens are used. The presence of an assistive listening system should be clearly indicated for each area by the relevant public information symbol.	Vol 2 - 13.2	Figure 9
Tours	Comment	BS8300 Best Practice Guidance	BS8300 Guidance Ref	BS8300 Diagram Ref
Is there step-free access throughout the tour?		Access routes should not contain steps, stairs, turnstiles, revolving doors, escalators or other features which constitute a barrier to disabled people, unless a suitable means for bypassing the barrier has been provided close by and is always available for use. If a change in level along an internal circulation route is unavoidable, it is necessary to provide an alternative means of access, i.e. a slope or ramp, or, if there is insufficient space for a ramp, a non-enclosed vertical lifting platform. A ramp should have the lowest practicable gradient within the range 1:20 to 1:12 (5% - 8.3%).	Vol 1 - 8.1.1, 9.2.2 & Vol 2 - 10.2	Table 3
Is wayfinding signage provided throughout the tour?		Signs should form part of an integrated communication scheme that gives clear directions, information and instructions for the use of a building. They should support a way-finding strategy that takes into account the requirements of different types of building users as well as the complexity of the building layout. Information and direction signs should be provided at each point where they are required, e.g. at junctions of circulation routes, at key locations such as doorways and reception points, at facilities such as telephones and toilets, and in rooms, spaces and counters where induction loop systems are fitted. The colour, design and typeface of signs should be consistent throughout a building. In entertainment-related buildings, it is vital that the concourse provides clear directions to all facilities within the building.	Vol 2 - 12.1.1 & 20.7	Table 5

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Room (Council Chamber)	Comment	BS8300 Best Practice Guidance	BS8300 Guidance Ref	BS8300 Diagram Ref
Does the room / area have step-free access?		<p>Access routes should not contain steps, stairs, turnstiles, revolving doors, escalators or other features which constitute a barrier to disabled people, unless a suitable means for bypassing the barrier has been provided close by and is always available for use. If a change in level along an internal circulation route is unavoidable, it is necessary to provide an alternative means of access, i.e. a slope or ramp, or, if there is insufficient space for a ramp, a non-enclosed vertical lifting platform.</p> <p>A ramp should have the lowest practicable gradient within the range 1:20 to 1:12 (5% - 8.3%).</p>	Vol 1 - 8.1.1, 9.2.2 & Vol 2 - 10.2	Table 3
Does the room / area offer an opening width of 80cm?		<p>The minimum effective clear width of a single leaf door, or one leaf (the primary leaf) of a double leaf door, clear of any projections from the face of the door should be 82.5cm where the approach is at right angles from an access route at least 120cm wide and 80cm either straight on or at right angles from an access route at least 150cm wide. There should be an unobstructed space of at least 30cm between the leading edge of the door and a return wall or other obstruction. Increasing this space to 60cm will improve manoeuvrability; reduce the risk of wheelchair colliding with the wall, and enable wheelchair users to pass through the door more easily. An effective clear width of less than 80cm might result in people with poor manoeuvring ability or with large wheelchairs not being able to pass through without damage to themselves or the door or frame (a 75cm – 77.5cm door (depending on the approach) is however still acceptable for existing buildings under current Building Regulations (80cm is required under Scottish Building Standards)). Use of the 100cm effective clear width more easily accommodates electric mobility scooters, powered wheelchairs, double pushchairs, people with assistance dogs and where there is heavy pedestrian traffic.</p>	Vol 2 - 8.2, 8.3.1 & 8.3.2	Table 2
Is there step-free access throughout?		<p>Access routes should not contain steps, stairs, turnstiles, revolving doors, escalators or other features which constitute a barrier to disabled people, unless a suitable means for bypassing the barrier has been provided close by and is always available for use. If a change in level along an internal circulation route is unavoidable, it is necessary to provide an alternative means of access, i.e. a slope or ramp, or, if there is insufficient space for a ramp, a non-enclosed vertical lifting platform.</p> <p>A ramp should have the lowest practicable gradient within the range 1:20 to 1:12 (5% - 8.3%).</p>	Vol 1 - 8.1.1, 9.2.2 & Vol 2 - 10.2	Table 3
Is there room for a wheelchair user to manoeuvre (150cm x 150cm)?		<p>The provision of sufficient space to manoeuvre and the design of individual chairs or seating are important factors to consider in the design of a building, if people are to use the building independently.</p>	Vol 2 - 15.1	N/A
Is there a mixture of seating options, e.g. fixed or removable, with or without armrests		<p>A mixture of seating options, e.g. fixed or removable, with or without arm rests, should be provided for customers or visitors to a building. If a seat is too high or too low, or if there are no arm rests or side supports, a person can experience considerable discomfort as a result of poor posture. A person might also have difficulty rising from a seated position if the seat is set too low, or if it has no arm rests. Some seating should be provided with arm rests to both sides of the seat in order to provide additional support.</p> <p>If tables and chairs are bolted to the floor, many people are unable to use them.</p>	Vol 2 - 15.1, 15.1.1, 17.1 & 20.6	N/A
Is there a signed hearing assistance system?		<p>An assistive listening system, using induction loop, infrared or radio transmission, should be installed in rooms and spaces used for meetings, lectures, classes, performances, spectator sport or films, and at help and information points and service or reception counters where the background noise level is not low or where glazed screens are used. The presence of an assistive listening system should be clearly indicated for each area by the relevant public information symbol.</p>	Vol 2 - 13.2	Figure 9