

DDA Compliance

DDA stands for Disability Discrimination Act.

It is important for every venue to be DDA Compliant. This ensures everyone has accessibility within the venue and can attend a booking in a similar way.

INFORMATION PROVIDED TO MAIN ORGANISERS FOR EACH BOOKING

The Mary Ward House premises are DDA compliant however are not fully accessible without our staff assistance.

Accessing the Venue

The main entrance to the building is located on Tavistock Place, where there is a slope/slight step into the main doors. The outer doors to the main entrance are open between the hours of 08:00-18:00 (depending on events due to take place within the venue). The inner glass doors can be opened either by pushing or pulling the door after this there will be 3-steps located before heading to the main reception of the venue this is where staff assistance will be required for access into the venue as our staff are able to place a ramp for these steps if a delegate requires to access the main reception area, ground level floors and the disabled toilets located on the ground level floor.

(Image of the front entrance and steps after the main entrance which takes you to the main reception of Mary Ward House Conference and Exhibition Centre)





There is only one other entrance into the venue which is used for deliveries. This is along the side of the venue and has 5 steps leading up to the door which would need to be opened by one of our staff.

(Image of the side entrance to Mary Ward House Conference and Exhibition Centre leading to Mary Ward Hall)



The Venue is only wheelchair friendly with the assistance of the in-house staff. Each floor at present can only be accessed via the steps. A stair climber can be used to assist guests/attendees. The staff onsite will be required to help assist the guest/attendee from their wheelchair into the stair climber. This will then be escorted up/down the stairs via the stair climber from the Brewer and Smith, Arnold and Morris room located on the lower ground floor the stair case is by the entrance of reception on the left side by the glass doors and this is where there will be two flights of stairs and works out to be about 20 steps altogether for this. We do have, staff members onsite who are able to help and trained to use the stair climber this is just in case any delegates on the day of their event may need any additional help with the accessibility to the rooms on our lower ground floor and first floor.

(Stair case from Reception to Lower Ground Floor)

1.



2.



3.



4.



Then there is Mary Ward Hall located on the first floor which is located opposite reception on the right-hand side as delegates and guest arrive into the venue. Firstly, there will be a small set of stairs located opposite reception from this our staff can either place a ramp or the stair climber for those who will need help with accessibility getting up these set of stairs. Then delegates can then follow this up to find a hallway and on the far-right hand side there will be a second set of stairs located near Dickens Library entrance delegates will find another small set of the stairs at the right-hand side. From this point this is where our staff would have to use the stair climber onwards and back from Mary Ward Hall for any delegate with accessibility needs. After, this the main staircase starts for Mary Ward Hall going up is three flights of stairs which go up to main conference hall.

(Stair case from Reception to First Floor)

1.



2.



3.



4.



5.



Once they reach the required floor the staff will assist the guest/attendee back into the wheelchair. We do have one ramp in the venue, so for area where a ramp can be used, may not be able to remain by the steps as this will need to be moved to any stairs where the ramp can be used on the Ground Floor.

Other alternative access point we have is on the ground floor is the access from the main street of Tavistock Place where we have a gate which will take you through to our courtyard. This usually must be requested before the event if a guest may need access through this entrance into the Voysey room and if requested we always have someone in place to monitor the gate.) From the courtyard access there, is then a sloped ramp access which will take you through the back door of the Voysey Room the ramp slope is recommended route for those in small light weight wheelchairs and those with walking sticks or crutches.



Accessible Parking Facilities

There is a parking area next to the building and we can provide disabled parking spaces. We will need to be notified of this prior to the event/meeting date to ensure we have enough spaces as we only have 8 parking spots. The size of the cars that need to be parked needs to be considered as the 8 spaces are for normal car sizes (not vans, lorry's, etc). We will need to be notified of the car make, model and registration along with the driver's name. In case a car needs to stay overnight, we would need to have the owner's (or driver) mobile number.

(Image of the carpark and spaces we have available in the carpark however parking would need to be confirmed prior to event dates due to limited spaces we have available.)



The parking area can be accessed via Tavistock Square and making a turn into the open black gates into the area next to the building. Parking can be either next to the metal fence or wall of the venue.

(Image of the entrance to carpark from the main road of Tavistock Place which you can access via Tavistock Square as this is just as you come into Tavistock Place as it will be the second gate on the left hand side of the road just before you see the doors to the main reception entrance of Mary Ward House Conference and Exhibition Centre.)



Accessible Toilet Facilities

Accessible toilet facilities are available on the ground floor at present located through the double doors on the left-hand side next to Lethaby room; as soon as delegates come through into reception we have our staff on reception who can assist with letting delegates know where all the toilet facilities are in the venue. However, if the delegate may need hand getting to the disabled toilets they can notify the staff on reception as we have staff onsite who can help with this. (As there are two small steps in the hallway on the way to the disabled toilets, so this is where our staff can place a ramp for these steps if a delegate requires the ramp to access the disabled toilets located on the ground level floor.)



Other toilets in venue

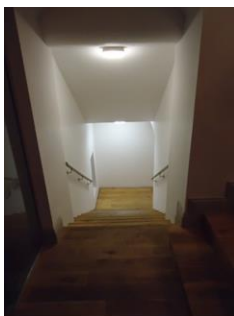
On the ground floor; our first set of toilets can be found just as you enter the reception of our venue they are located on the right-hand side where the set stairs face opposite the reception desk and once going up this stairs there will be a small stair case on the right from here this is where you will find both women’s and men’s toilets on the ground floor.

(Image of the set of stairs from reception to ground floor toilets)



Then our second set of toilets are located on the lower ground floor by Morris, Arnold Brewer and Smith room. As, you come through the main entrance of reception on the left side by the glass doors and this is where there will be two flights of stairs and with about 20 steps altogether for this which will take you to the lower ground floor. Once you’re on the lower ground floor the toilets are located on the left-hand side of the wall where the women’s and the man’s toilets are right by each other.

(Image of the set of stairs from reception to lower ground floor toilets)



Signage

Our staff on reception can assist with directions to the meeting rooms and toilets. Delegates for the events will also find rooms on each floor has signage which is placed outside the room A4 size, usually it will have the meeting name on this and for any events taking place (on the lower ground floor and first floor) up/down the stairs we also provide additional signage for this to show delegates the way to getting to these rooms however, our staff are always on hand around the venue who can help delegates find their way to rooms in case they are not sure where they are going if a booking may have booked more than one room for their meeting or conference.

(Example of the signage outside of the rooms)



(Example of the signage stands for reception and for around the venue)

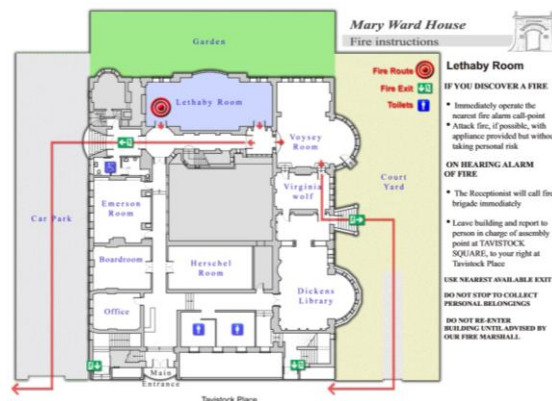


Fire Safety and Evacuation

We have an approved Health and Safety Management Plan which incorporates our Fire Safety Policy and Fire Evacuation Procedures. These are reviewed on a regular basis by our Health and Safety Consultant. During operating hours, we ensure that there are adequate numbers of emergency personnel on duty to act as Fire Marshalls and First Aiders, we have on site, 2 evacuation chairs and enough staff who are trained in their use. These chairs are routinely serviced and well maintained. Then with every event we have taking place at the venue we always send over a house keeping guide before the events take place as this provides the details about what guests should do in case a fire starts. To even on the event day we always remind the organisers before each event takes place about the procedures we have in place for fire safety and evacuation.

If a fire starts in the venue, the fire alarm will be operated, and this can be the nearest fire alarm call-point from this guest will have to evacuate the building by the nearest fire exit point which is highlighted on each of the floorplans within each of the meeting rooms within the venue also, each event has a appointed event coordinator for the day so they will be able to notify you about the nearest fire exit to each of the rooms. However, if there was a fire the staff will be evacuating guest from the venue if there was a fire and from this all staff and guests at the venue will need to go TAVISTOCK SQUARE on the right-hand side from the venue to report to the person in charge of assembly point which is located at TAVISTOCK SQUARE.

(Example of the floorplan of Lethaby room with labelled fire exits and fire instructions)



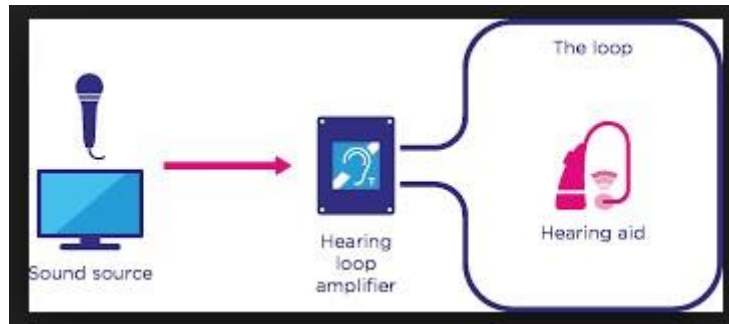
In addition, to this we regularly conduct a fire alarm sound test every Friday at 13.00 pm, the test will last for approximately 20 seconds and for any attendees in the venue that day they will not need to do anything whilst we conduct the test. However, we always notify the organiser before any meetings taking place on that day when it will take place and there will also be a sign at reception to remind guests at the venue.

(Fire Alarm Test signage at reception only on a Friday is the sign placed at reception – sign above)

Induction Loops

We have no induction loop system in the building, however we can order this in advance with our External AV supplier for the meeting rooms for any attendees/guests that may require this. However, it will need to be booked at least two weeks before the first date of the event date.

HOW IT WORKS



EXAMPLE OF ONE MODEL THAT COULD BE PROVIDED WITH HANDHELD MICROPHONE

SIGN TO BE PLACED UP

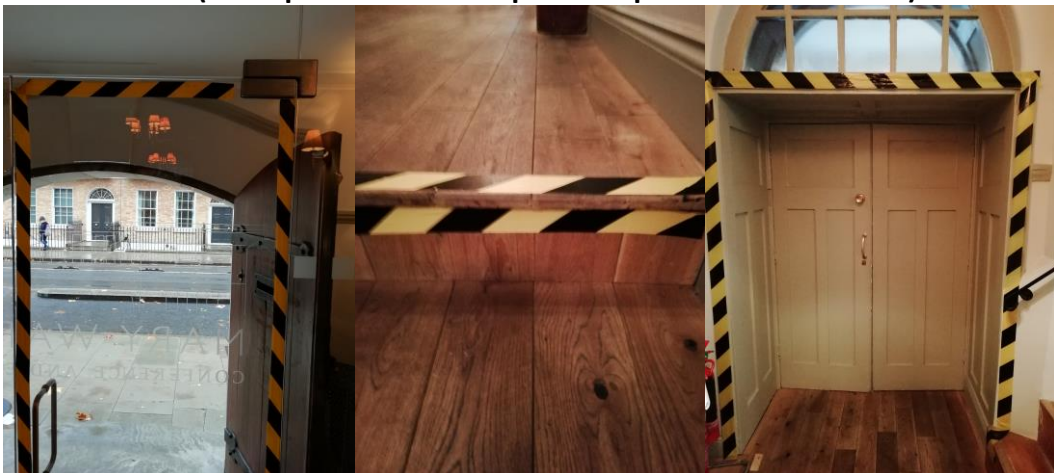


Assistance for Visual impairment

For this we always ask the organisers from each event to advise if they may have any attendees that will require any assistance on the day of their event; this usually must be sent across at least two weeks before the event date takes place. Then, from this we can make sure the venue is prepared at its best prior before guests arrive for their event and for any guest with visual impairment we are able to do the following listed below to help assist them with getting to their event and making sure they feel at ease:

- For any guest with visual impairment we do have staff available on the day that are all willing to help assist any delegates that will need help accessing the venue as soon as they arrive and to even help with guiding them to our accessible toilet facilities and to their meeting room on the day.
- Then the other steps we take to help any delegates with visual impairments is by placing contrasting hazard tape from the main entrance to around each of the steps the delegate would be using on the day around the venue. Also, around the doors of the rooms the delegate would be using on the event day; as this can help make the edge of each step and the doors stand out more.

(Need pictures of the tape on steps and around doors)

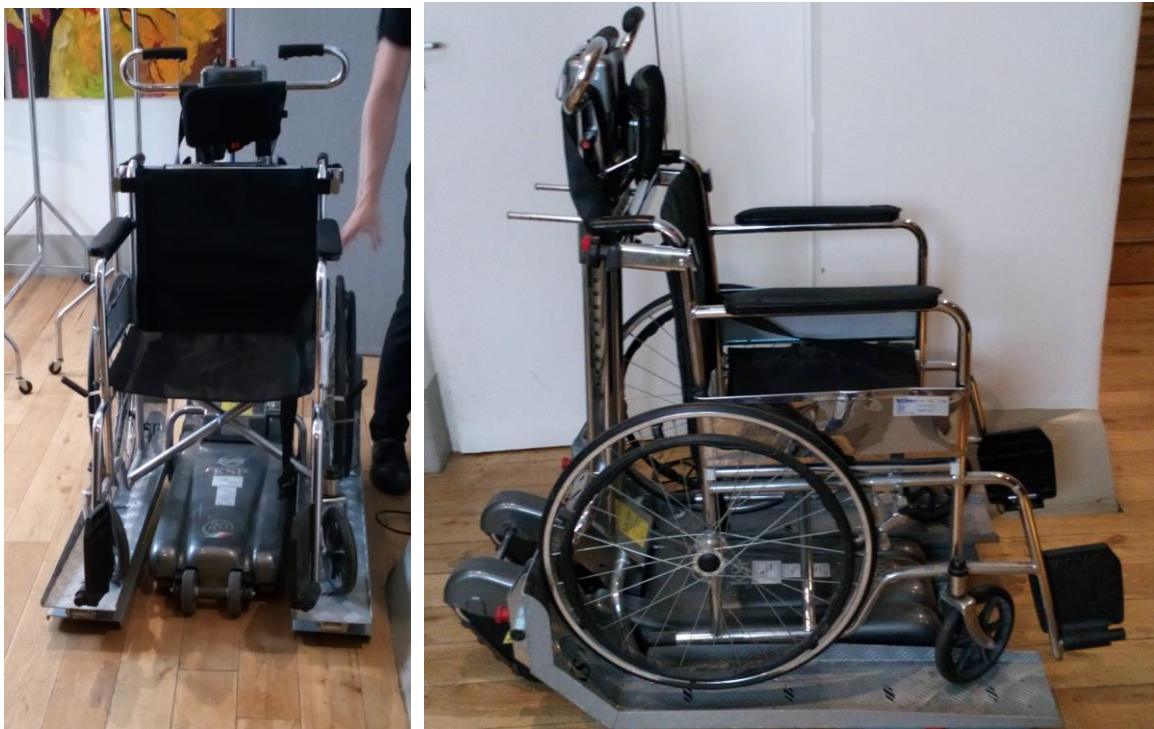


- Providing more directional signage around the venue; whether this is show where the meeting room is taking place and the accessible toilets. We can do this by making the signage is marked in big letters, clear and stands out.

STAIR CLIMBER

Wheel chair (put measurements of the wheelchair or ramps of the wheels of the machine so we can advise clients in case they want to use their wheelchair on the stair climber)

We would also need to consider the size and weight of the wheelchair of those attending an event and if the guest is comfortable in moving to the wheelchair of our stair climber machine to be escorted to the rooms. Once the guest is in the room, we will then be able to move them back to their wheelchair.



Need to keep on charge all the time, however at least a 2-3-hour charge should last for a single journey.

The attendee/guest will need assistance

Make sure your always higher the chair and one person is at the front and another manoeuvring the chair