



General provision

The design of Unit 4 has taken into account where possible the consideration for the inclusive access requirements of all users while being limited by the existing and Grade II Listed nature of the building and fire safety policies which significantly diminishes our ability to accommodate everyone as well as we would wish.

However, inclusive access will be maximised wherever possible. This access statement considers the requirements of all users, notably those with mobility impairments, blind and partially sighted people and people who are deaf. In doing so it is implicit that issues relating to older people and people with small children will also be considered.

The business is located in Central House, a listed building. Given the existing nature of the building, step-free access has presented a challenge which was noted and investigated in the original planning application of 2015.

Building Regulations and Listed Building Consent

The scope for making alterations to improve access in historic or listed buildings is limited by the need to protect and conserve the architectural features of the existing fabric. A guiding principle for alterations to historic buildings is that the alterations should be reversible wherever possible, enabling the building to be restored to its original condition if required some time in the future. The proposed scheme will comply with Building Regulations as far as possible. Where alterations are not possible, we realise we still need to meet our duties under The Equality Act. In such cases a managed



approach or alternative provision may be adopted and will be set out in this statement and action plan.

Design and Access Statement

The initial investigations of the 2018 refurb of the hotel encompassed accessibility to the unit as it was initially designated as a bar. The bar was considered non-profitable due to limitations on capacity for fire regulations.

We will instead be using the unit for a lower capacity studio, which will have no more than 10 people in the unit at any time.

The design and access survey found that step-free access was prohibitive due to site constraints externally and internally and would cost around £250,000. This makes it impossible for us to create step-free access without such an investment and would make most projects inviable.

The reasons given in document:

117602_LO_2017-RETAIL_UNIT_4_ACCESSIBILITY_RESPONSE-818338 are

“-To provide a platform lift from ground floor to the basement would involve a substantial amount of structural demolition work

-The retail 4 space is small and providing a new lift with all necessary F.R lobby enclosures may affect viability in terms of letting.



-In addition the fire risks are such that a safe refuge would be difficult to provide and take up a substantial area of the retail space.”

Although the provision in the basement is unique and cannot be offered in any of the other retail units, we intend to mitigate the issues in several ways.

The Shallows Equality Act Responsibilities

-Any management policies, practices and procedures will be in place to ensure that no one will be discriminated against. This would include the following:

-Booking procedures such as the web site and front of house will be planning that anyone booking a treatment will be alerted to the lack of step-free access and that the accessible areas can be booked as an alternative where possible.

-If individuals or groups with persons unable to use the stairs arrive at The Shallows and are unable to access the demise, then any alternative accessible provision will be offered.

-As with existing practices, if an alternative location service is required for people unable to use The Shallows then this will be offered.

-All front of house staff will be trained to ensure that disabled people are treated with the same level of service when visiting The Shallows. This will include room service, knowing alternative location provisions for certain treatments, using correct terminology etc.

-The Shallows acknowledge visitor expectations of accessible facilities within the hotel and wish to allow potential users to recognise that the business is user friendly and able to accommodate their needs.



- We will offer as many adjustments as possible to other non-physical forms of disability in order that we are inclusive as possible. This will include working towards fairness for blind and deaf clients both online and in the studio.
- Staff will be trained in manual handling for those clients who cannot use the stairs
- Where possible the hotel has offered use of their communal space for appropriate treatments we offer, such as barbering, nails and hair and makeup
- All the above services are offered as room service too, so clients staying with the hotel can access them in the comfort of their own rooms
- Tattoo and piercing must remain in the demise due to the nature of the treatments and the need to control for blood borne pathogens in a clean environment.