

Lead Officer	Charlie Barlow / Becky Horton						
Subject of consultation	Accessible and Suitable Venues Consultation						
Date Started	01/01/2008						
Date Completed	28/02/2008						
Who was consulted							
Methods Used	Postal Questionnaire						
Number of Participants	369						
Total Number of Responses							
Sections/Questions	Responses			Suggestions	Accept/Reject/Neither (If	Reason (e.g. already covered by existing policy/procedures)	Action
	V. Impt nt	Imp orta nt	Less Impo rtant				
1. Finding the right venue:							
Please read the statement below and tell us if you think venues that are used for meetings with residents should have these facilities to make a venue more accessible for residents. Please tell us if you think there should be any changes to this statement							

A. Sufficient drop off areas and car parking bays close to the main door, with area available for disabled people attending the meeting or event.	39	18	0	It helps with mobility problems easy access and safety	Neither	Agrees with the statement.	
				This is an important factor but was ignored at Residents away day last year	Neither	We can cover this separately when planning the Away Day but this is not a suggestion to amend the Statement. These guidelines should	
				If possible depending on space	Neither	Not a suggestion to amend the Statement.	
				Disabled entrances should have ramps for wheel chair users and adequate signed parking near entrance	Neither	See Question 1. Statement D	
				Need for a ramp for people in motorized wheelchairs	Neither	As above	
				Not just for disabled people but also for those who find it hard to get about	Neither	Agrees with the Statement	
B. Approaches to the building from public transport, which don't have obstructions in the walkway, such as rubbish, bins, placards, overgrown plants etc.	27	25	4	It helps with health and safety issues to prevent accidents	Neither	Agrees with the statement.	
				Approaches should be kept clear at all times	Neither	Agrees with the statement.	

				It should also include something about level walkways, dropped kerbs etc	Neither	See Q1, Statement D - independently accessible by wheelchair users.'	
				It would be better if the walk way was free of obstructions	Neither	Agrees with the statement.	
C. Staff or volunteers should be available at meetings to direct people to the relevant parts of a venue.	32	17	5	It makes it easier to direct people, and its nice to be welcomed.	Neither	Agrees with the statement.	
				This is a good idea but most people that attend meetings know the venues as well as staff	Reject	Cannot presume this is always the case.	
<i>Add to statement 'and the route to the meeting room should be signposted within the venue'.</i>				Written notices should be put along the route to the meeting if staff are not around.	Accept		Is a good way of signposting where the meeting is in a venue, especially if people arrive after the meeting has started and staff are unavailable.
D. If steps are included at the entrance, a safe ramp with handrails to both sides, or a lift to the entrance, which is independently accessible by disabled people should be available. They should be well lit.	36	15	1	Being well lit helps people with sight impairments and it also gives a feeling of well being.	Neither	Agrees with the statement.	

E. An accessible main door, wide enough for wheelchair access. Where doors are made of glass, they should be highlighted and door handles should be at an accessible	37	19	0	I do not think a glass door is necessary	Reject	Statement recommendations based on 'if' there is a glass door.	
				It is important there are automatic doors for wheelchair users	Neither	If door is accessible for wheelchair users this may not be necessary, particularly if staff are on hand to meet arrivals.	
F. Door entry systems which are accessible. Many systems are not accessible where a person has to talk or hear a reply, e.g. intercoms, or locate the buttons and identify the appropriate ones from a range of different buttons. They are often installed too high and do not have tactile identification.	36	15	3	Each button on door entry systems should identify the appropriate flat etc and be at a reasonable level to ensure they are accessible for wheel chair users.	Neither	Agrees with the statement.	
				Have door entry systems low down and ensure the buttons are a different colour to the panel	Neither	Agrees with the statement.	
				Intercom systems need to be of better quality.	Neither	Not something we may have control over if using non-company venues.	
				In this case there should be a member of staff on the door or don't use a venue like this	Neither	Agrees with the statement. See also Q1. Statement C	

Can you suggest any further facilities that we should consider when selecting a venue for meetings				Adequate amplification so everyone can hear speakers	Neither	See Q7 Statement F - microphones and induction loops working.	
				Should have correct location so taxis drop at the correct location. Someone should be waiting at the door to meet people and chairs should be available at the entrance of a venue for people to sit and wait for a meeting to get started.	Neither	Taxis are booked to pick up and collect at correct locations.	
				venues should be accessible by frequent and reliable public transport. They should be in easy reach of bus stops. If a venue is chosen staff should be told to be on hand to	Neither		
				Must be disabled toilets on all floors	Neither	See Question 2 Statement B	
				You should consider the distance people need to travel to attend a meeting	Neither	See Question 5.	
				Ensure the venue is warm and well ventilated	Accept		Amend Statements in Question 2 - Accessible Areas
				A microphone should be used to help people who have hearing problems	Neither	See Question 7	
				Its important to have disabled toilets	Accept		Amend Statement in Question 2 - Accessible Areas

2. Accessible areas for meetings. Can you please look at the suggestions below in relation to accessible areas for meetings and tick the boxes.						
A. Corridors and reception areas, which are obstacle free. If there are any obstacles these should be clearly highlighted, and corridors and doorways must be wide enough for wheelchair users.	40	15	0	All buildings should be wheel chair accessible.	Neither	Agrees with statement.
				Signs should be put up for wheel chair users.	Neither	Unclear statement.
				Corridors and reception should always be obstacle free regardless of people having disabilities.	Neither	Agrees with the statement.
B. All meeting rooms on one floor, or ramps and/or lifts available for the number of people to move between rooms within the time available	35	16	3	Lifts or ramps to help people who can't use stairs.	Neither	Agrees with the statement.
<i>Add access to disabled w.c</i>				Fire escapes need to be wheel chair friendly	Accept	Amend Q7, Section H
				All rooms on one floor	Neither	Agrees with the statement
C. Enough room for movement around tables, chairs and the spaces used.	34	19	2	At the last away day the tables were too large this made getting around very difficult.	Neither	We can cover this separately when planning the Away Day but this is not a suggestion to amend the Statement.

				This will ensure that the rooms are not overly congested and people can move and sit freely	Neither	Agrees with the statement.	
				Consider movement of people with walking aids	Neither	Covered in Q2 Section D.	
				This is very often a problem as accidents can easily occur	Neither	Agrees with the Statement.	
D. A range of moveable seating, with and without arms, and tables which are accessible to wheelchair users. These should be arranged to allow sufficient space for wheelchair users and others to move around easily and to sit where they choose.	27	22	3	Moveable seating so chairs can be moved out of the way for wheel chair users.	Neither	Agrees with the Statement.	
				This would be useful, some people still need space even if they aren't in a wheelchair	Neither	Agrees with the Statement.	
E. No background noise, such as noisy heating and ventilation systems or background music.	20	3	12	Some venues have air conditioning units which are very noisy which can disturb peoples ability to concentrate.	Reject	Air conditioning may need to be on to make the room comfortable.	
				It depends on the level of concentration needed, background music can be quite relaxing	Reject	Music is personal preference.	
				This is true, it would be a good idea to use a microphone	Neither	See Question 7 Statement F	

F. Rooms which are clearly and evenly lit, without shadows or glare, and well maintained, and where possible, natural light should be available.	17	31	8	Blinds and Dimmers	Neither	Covered in the Statement 'without shadows or glare.'	
<i>Add rooms that are warm and well ventilated.</i>				This can be a problem when the speaker is using a chart	Neither	See above	
G. Tables, notice boards, flip charts, whiteboards and other furniture and equipment which are also accessible to wheelchair users.	24	28	4	Often wheel chair users may wish to write on flip charts so they should be at an appropriate height for everyone.	Neither	Agrees with the statement	
If you can suggest any other facilities that you feel would make meetings more accessible for residents please state them in the box below				Taxi drivers should always know pick up and drop off points for residents	Reject	Taxi's booked to pick up and drop off at correct locations.	
				You should use venues with large rooms and halls with lots of space	Neither	Agrees with the statement	
				The audio system used should be of good quality so people at the rear can hear plainly	Neither	See Question 7 Statement F	

<p>3. Day and dates of meetings. We always try to arrange meetings at a date and time which would be convenient for residents.</p>							
<p>A. Notification of meetings should be sent out as early as possible. Calendars, showing the dates of regular or continuing meetings or events during the year, should be produced wherever possible.</p>	<p>30</p>	<p>18</p>	<p>3</p>	<p>Staff members should be available so residents can let staff know asap if they are unable to attend a meeting</p>	<p>Neither</p>	<p>It is highly unlikely that a member of staff would not be available to contact.</p>	
				<p>Yes this would assist people with keeping a list of all meetings</p>	<p>Neither</p>	<p>Agrees with the Statement</p>	
				<p>Notification of meetings should be sent out 2 weeks before meetings, any earlier and people will forget. A calendar of events would be a good idea, but notification of a meeting should always be sent out.</p>	<p>Neither</p>	<p>Agrees with the Statement</p>	
				<p>An early notification of dates is an advantage, it allows for us to prepare</p>	<p>Neither</p>	<p>Agrees with the Statement</p>	

B. Meetings and events should not be arranged too early in the day or finish too late, without prior consultation, and should take account of any transport issues, involvement of support staff and childcare commitments.	32	20	1	This is important for people with children so they can make necessary arrangements to drop off and pick up children.	Neither	Agrees with the Statement	
				Meetings should be done in the morning or afternoons	Reject	Need to consider people who work may not be able to attend meetings during the day.	
				Meetings should not be held early in the day as many people work	Neither	Agrees with the Statement	
				It is important to remember that some residents work office hours, and they must not be excluded.	Neither	Agrees with the Statement	
				Set a regular day and time for each meeting	Reject	Meeting times may need to be varied to accommodate requirements.	
C. Where meetings are rearranged at short notice, the information should be made available to participants in their preferred format and meeting venues should comply with the access guidelines.	25	25	2	Yes any information should be available in large print.	Neither	Agrees with the Statement	

				When possible meetings re arranged at short notice participants should be notified by their preferred method, i.e. phone or e-mail.	Neither	Agrees with the Statement	
If you can suggest any further changes or arrangements that we can make in relation to the times and dates when we hold meetings please indicate in the box below.				It is nice to have tables and chairs so people can have something to put information on.	Neither	Agrees with the Statement	
				You could meet at peoples homes	Reject	It is unlikely that individuals homes would be able to meet the standards set out in these statements and accommodate everybody.	
				Try to ensure that you arrange meetings well in advance to enable residents to keep times and days clear of any other commitments.	Neither	Agrees with the Statement	
				Once times and dates of meetings are set you should not change them	Reject	Sometimes unavoidable due to unforeseeable circumstances.	
				Meeting should always be held at reasonable times to accommodate residents as well as staff	Neither	Agrees with the Statement	

				Venue should be as local as possible	Neither	Depending on where delegates are travelling from not always possible to hold 'locally'. Consideration should be given to the most convenient location for all people attending the meeting.	
4. Accessible publicity. We advertise meetings using a variety of methods including some of those indicated below. Please look at the statements below and indicate if you think they should be changed.							
A. Information, including posters, leaflets and background papers, should be available in alternative formats, including Braille, large print, audio tape, email, computer disk (available in text format as well as Word), text with images, content in summary form, video and other media with BSL and subtitles, etc.	25	19	10	Any residents who wish to attend meetings should have information provided in what ever format they require.	Neither	Agrees with the Statement	
				All items are available in other formats, I think too many alternatives are available.	Reject	Have to consider all requirements.	

				Should be based on requirements or data available if updated regularly	Neither	We need to ensure that the database is regularly updated with any needs and requirements.	
<i>Add to Statement 'where possible any requirements to be identified before the meeting,'</i>				Know your audience in order to prepare, no unnecessary costs	Accept		Amend the statement to include checking in advance of the meeting.
B. All publicity in print format, including posters and leaflets, should follow the clear print guidelines. (16 font minimum).	17	33	3	This is important especially with power point presentations as 14 font is very small.	Neither	Agrees with the Statement	
				All publicity and leaflets should be in plain English.	Neither	Unclear statement.	
C. All publicity using the Internet should follow the accessibility guidelines for websites, CD-ROMs and DVDs. (on the Adactus website all sections are in the same font and style. Navigation on the website is simple, clear and consistent.	18	25	8	People who use Adactus website will be able to put their suggestions forward here as well.	Neither	The website is currently being updated but there are facilities for people to add their comments and feedback online.	
				The web site is boring, I can't think why any one would want to look at it	Neither	Although the website meets the accessibility guidelines for websites, it is due to be revamped in 2008 to make it more visually appealing and informative. This is not a suggestion to amend the statement.	

				Most people at these meetings have neither the knowledge or the facilities of working with a computer	Neither	We can consider offering I.T training but this not a suggestion to amend the statement.	
D. Care should be taken to use appropriate terminology and positive and inclusive images on all information and publicity.	22	27	3	Yes if there are too many jargons used it makes it harder to understand, simple language is better.	Neither	Agrees with the Statement	
E. Publicizing a meeting or event should make use of different local and national media where appropriate, newspapers, websites, email, mailing lists, talking newspapers and specific media for communities, including publications by disabled people's organizations.	16	22	11	Yes also in different languages	Neither	Agrees with the Statement	
				You should use local papers	Neither	Agrees with the Statement	
				If publications are aimed at tenants wouldn't it be more sensible to only use the internet and mail target all tenants addresses	Reject	No guarantee that people read mail outs. Need to utilize other advertising methods as well as mail outs	
				Handled with care the media in general can be useful and helpful	Neither	Agrees with the Statement	

				Not everybody has a computer some people do not buy newspapers	Neither	Already use other methods besides these two to advertise meetings.	
F. The most effective publicity often comes through "word of mouth" and local networks of people should be incorporated in any publicity and consultation process.	18	28	5	Yes word of mouth and local networks should be incorporated in order to get more people involved	Neither	Agrees with the Statement	
				By the phone or by letter	Neither	Unclear statement.	
				Word of mouth is not always a good thing, only needs two or three people not satisfied with a particular aspect, and continuous word of mouth can generate complaints.	Neither	Statement covers consulting and involving local networks in the process to make sure they are correctly informed and can pass information on not relying on them for publicity.	
				Voluntary or selected residents representatives per scheme could be supported to cascade oral/printed information to local residents	Neither	Agrees with the Statement	
If you can suggest any further ideas into the way we publicize meetings please indicate them in the box below				Magazines, rent statements	Neither	Methods already used	
				Flyers could be put through residents letter boxes	Neither	Same as above	

5. Costs. We currently offer residents money towards reasonable costs/transport/carers etc. Please see the statements below in relation to carer costs and indicate if any changes to the statements should be made.							
A. We will provide information about carer provision in local areas as and when requested.	20	24	5	This will help people living in the community.	Neither	Agrees with the Statement	
				No change required	Neither	Agrees with the Statement	
				Needs more detail not specific enough	Neither	We can consider offering more detailed information about carer provision on request.	
B. We will cover the costs of petrol <i>and parking</i> for residents at the company standard rate for staff.	20	27	4	If residents are coming then you should cover petrol costs.	Neither	Agrees with the Statement	
				Car parking fees should be covered	Accept		Amend statement to include parking
C. We will cover reasonable public transport costs for meeting participants	28	21	2	This will encourage participants to come to the meeting	Neither	Agrees with the Statement	
				This is fine as long as venues are on easy public transport routes	Neither	See Question 1	

D. If a meeting runs over a long time period we will cover reasonable costs for meals	21	21	5	Yes you should cover reasonable costs for food for meetings especially if they run over a long period of time	Neither	Agrees with the Statement	
If you have any further suggestions in relation to cost provision please indicate in the box below				Residents should share taxis if they live in the same vicinity to cut down on costs	Neither	This is considered in terms of value for money but isn't always possible.	
6. Food and Drink provision. We provide food and drink provision at meetings which we arrange. We try to ensure that we cater for all participants requirements. Please look at the statements below and indicate if you think they should be changed							
A. All meetings should have drinking water available to all participants. Other drinks, such as tea, coffee, juice, decaffeinated tea and coffee and herbal teas should be made available, where possible.	29	20	4	It is nice that participants can have food and drink.	Neither	Agrees with the Statement	

				Light refreshments and drinks are a good idea but should not be used to encourage people to attend.	Neither	Not a suggestion to amend the Statement.	
				Its important that water is available	Neither	Agrees with the Statement	
B. Ensure that catering and refreshment areas have adequate seating and table provision.	4	21	6	So people can move more freely	Neither	Agrees with the Statement	
				Pre plan, so you know your numbers	Neither	Not a suggestion to amend the Statement.	
C. Tables and chairs should be moveable, and there should be adequate room under the tables to accommodate wheelchair users comfortably.	29	24	0	Yes this would help people in wheel chairs	Neither	Agrees with the Statement	
				This standard is met very well	Neither	Not a suggestion to amend the Statement.	
				This is an asset not only to wheelchair users but many other forms of disablement	Neither	Agrees with the Statement	
D. Assistance should be available to participants at buffet meals.	26	16	13	It would be useful to have assistance with buffet food etc.	Neither	Agrees with the Statement	
				Yes this is important when people are struggling to carry plates or cups.	Neither	Agrees with the Statement	
				This would be helpful, some people do need assistance	Neither	Agrees with the Statement	

<p>E. For large events, arrange for a wide selection of drinks e.g. tea, coffee, herbal teas, de-caffeinated coffee, water and juice to be available to participants throughout the event. Sugar free alternatives in the form of sweeteners and sugar free drinks should also be available.</p>	24	20	8	<p>A wide variety of drinks should be available as not everyone can drink tea and coffee</p>	Neither	Agrees with the Statement	
<p>F. Menus should cater for vegetarians as standard and ensure that meat and vegetable dishes are served separately and clearly identified.</p>	26	20	5	<p>Yes vegetarian food should be clearly labelled.</p>	Neither	Agrees with the Statement	
<p>G. All other dietary requirements, such as Kosher, Halal and vegan diets, should be considered when planning menus. <i>Healthy options should be available and requirements checked in advance</i></p>	25	16	12	<p>You should check to see if people are on low fat diets</p>	Neither	Statement covers considering dietary requirements when planning menus.	
				<p>Anyone with preferences should make it apparent before attending</p>	Neither	<p>Accept that we should consult anyone attending the meeting beforehand to ensure that we are aware of and can cater for any dietary requirements, however this is not a suggestion to amend the statement.</p>	

H. Fresh fruit should be available as an alternative to desserts.	15	26	12	Fresh fruit is a good alternative to cakes etc	Neither	Agrees with the Statement	
				This should only be the case at larger meetings	Neither	Unclear statement.	
				Healthy options	Neither	Agrees with the Statement	
I. If possible we will try to ensure that all buffet food is clearly labeled.	19	22	7	Label as to whether they contain nuts	Neither	See Statement G	
J. At large events menus on the day, should be provided in large print and Braille as well as standard print. Where menus are provided in advance, they should be available in appropriate alternative formats	15	23	13	Yes so all participants know what menus are available and can make a choice	Neither	Agrees with the Statement	
				People need to make their needs clear and should inform centre before hand	Neither	Covered in Statement G	
If you have any further suggestions that you would like to make in relation of the provision of food at meetings please indicate in the box below				You will never satisfy everyone so you should just continue as you are, you are doing fine.	Neither	Not a suggestion to amend the Statement.	

<p>7. Arrangement, layout and requirements of rooms and venues immediately before the meeting or event. We realise it is important to ensure that prior to any meeting the layout of the room is suitable for all participants. Please look at the statements below and indicate if you think they should be changed in relation to layout of rooms and venues.</p>							
<p>A. A sign language interpreter should not be located in front of a door or where people will be walking in front or behind, and there should be no background distractions.</p>	<p>26</p>	<p>18</p>	<p>9</p>	<p>Interpreters should sit at the back of the room with delegates so they do not disturb other participants</p>	<p>Neither</p>	<p>Agrees with the Statement</p>	
				<p>Perhaps on request where possible</p>	<p>Neither</p>	<p>Not a suggestion to amend the Statement.</p>	

B. A clear area between the sign language interpreter and participants must be available and the interpreter should be appropriately lit, avoiding shadows on their face.	29	15	4	Sign language interpreters should be in a place which is clear to everyone	Neither	Agrees with the Statement	
C. When speech to text is used, and if it is not displayed on a large screen, the room layout should be arranged to accommodate this service.	20	25	5	Yes this helps for people who have visual impairments	Neither	Agrees with the Statement	
				People should be given copies of all text used during meetings	Neither	Not a suggestion to amend the Statement.	
D. Ensure that the room is arranged to allow for movement around tables, chairs and equipment and that obstacles are removed in routes around the venue.	26	24	3				
E. Ensure that all participants can choose where they wish to sit. - <i>Remove this statement too difficult to ensure and not rated as very important.</i>	19	19	15	Yes participants should be able to choose freely where they wish to sit	Neither	Agrees with the Statement	

				This is not always possible so I don't think this should be guaranteed.	Accept		May not always be possible to accommodate everyone's preferences. Amend this Statement as not rated as highly important.
F. Check that all the equipment, including microphones and induction loops, are working <i>before the meeting starts</i>	37	14	1	It is important that all venues have equipment available as these can be needed on the spot.	Neither	Agrees with the Statement	
				All equipment should be checked before people enter the room	Accept		Amend statement to include checking equipment before the meeting.
G. Ensure that all equipment, refreshments and resources are accessible to participants and presenters.	32	21	0	Keep them clear so people can get to them	Neither	Agrees with the Statement	
H. Check that all emergency exits are available and that emergency procedures are known to all organizers <i>'and delegates and are suitable for wheelchair users'</i> .	47	1	0	All emergency exits must be highlighted to all people	Accept		Amend Statement to include informing delegates.

