



Access Handbook



St Mary's Medical School
Norfolk Place
London
W2 1PG

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M B Taylor

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1. Introduction

1.1 Purpose of Access Handbook

This Access Handbook has been designed as an internal document for the use of management, maintenance personnel, new staff and students; and which all staff should be aware of. The purpose of the access handbook is to provide a simple way of listing and explaining the features and facilities at St Mary's Medical School building in order to ensure access for everyone.

Management and maintenance personnel can use this handbook to ensure that a high standard of accessibility is maintained throughout day-to-day running of the building. For all new staff, the access handbook can be a useful document to familiarise them with the building and the structures of their organisation. This handbook is not an exhaustive guide.

This Access Handbook highlights:

- Background information on access;
- How to get to the St Mary's Medical School using various modes of transport;
- Guidelines for accessible signage;
- Management responsibilities;
- Means of escape.

1.2 Barriers faced by disabled people

Everyone requires equal consideration from those who commission, design, construct or manage buildings and the external environment, for example:

- Someone who is short of breath or has a broken ankle will find stairs difficult or impossible;
- A smooth circular doorknob will be very difficult to use if a person has poor grip;
- Street furniture or bollards that are poorly sited and/or do not contrast with the background, are a hazard for people with poor vision;
- Even a single step can deny entry to a person using a wheelchair.

1.3 Access and the legislative context: Part M of the Building Regulations

Accessibility of the built environment for disabled people is mainly controlled by Part M of the Building Regulations (2010) - updated in 2015 - entitled "Access to and use of buildings". The underlying philosophy of Part M is to ensure that as far as is reasonable and practicable, buildings should be usable by disabled people. The main changes in 2015 is that Approved Document M has been split into two parts:

- Volume 1 – Dwellings
- Volume 2 – Buildings other than dwellings

Part M Volume 1 deals solely with dwellings. Part M Volume 2 deals with Buildings other than dwellings. Volume 2 has three sections – M1 Access and use of buildings other than dwellings, M2 Access to extensions to buildings other than dwellings and M3 Sanitary conveniences in extensions to buildings other than dwellings.

The Equality Act 2010 imposed duties on service providers (such as schools, public bodies etc) in relation to access for people with disabilities. Part M is written to ensure that the design of a building does not create physical barriers to a building's inclusive use over its lifetime. This 2015 edition of Approved Document M: Access to and use of buildings - Volume 2: Buildings other than dwellings' incorporates previous amendments but there have been no technical changes.

2 St Mary's Medical School

St Mary's Hospital Medical School was founded in 1854. In 1948 the Medical School became independent of St Mary's Hospital. In 1988 St Mary's Hospital Medical School merged with Imperial College and then in 1997 St Mary's Hospital Medical School was joined by other hospital medical schools to form the Imperial College School of Medicine. The current building was constructed in 1932 with the Variety Wing being added in 1960.

The building houses a Library, offices, labs, lecture theatres, computer rooms and plant rooms. St Mary's is used for teaching, research and support. The gross internal floor area is 17,766m².

3 Getting to St Mary’s Medical School

3.1 Buses

The following bus routes pass close to St Mary’s Medical School.

Route finder

Bus route	Towards	Bus stops
7	East Acton	D F G R
	Oxford Circus	H M P
23 ▶24hr Daily	Aldwych	H M P
	Westbourne Park	D F G R
27 ▶24hr Daily	Chalk Farm	H M P
	Chiswick Business Park	D F G R
36 ▶24hr Daily	New Cross	H M P
	Queen’s Park	D F G R
46	Lancaster Gate	B J
	St. Bartholomew’s Hospital	D
205	Bow Church	H L P
332	Brent Park	H K P





All London Buses are accessible to all disabled persons and assistance dogs. The only restriction is for travellers using a very large electric wheelchair or large mobility scooter.

3.1 Tubes

The nearest tube stations are Paddington and Edgware Road.

Paddington underground has two stations, served by four lines and a new Crossrail Station housing the Elizabeth Line:

[Bakerloo](#), [Circle](#), [District](#), and [Hammersmith & City line](#)

Paddington (Praed Street)		
Preceding station	 London Underground	Following station
Warwick Avenue <i>towards Harrow & Wealdstone</i>	Bakerloo line	Edgware Road Deep tube station <i>towards Elephant & Castle</i>
Bayswater <i>towards Hammersmith (via Tower Hill)</i>	Circle line	Edgware Road Subsurface station <i>Terminus</i>
Bayswater <i>towards Wimbledon</i>	District line Wimbledon-Edgware Road	
Paddington (Paddington Basin)		
Preceding station	 London Underground	Following station
Royal Oak <i>towards Hammersmith</i>	Circle line	Edgware Road Subsurface station <i>towards Edgware Road (via Aldgate)</i>
	Hammersmith & City line	Edgware Road Subsurface station <i>towards Barking</i>

<i>Terminus</i>	Elizabeth line Paddington – Heathrow	Acton Main Line
<i>Terminus</i>	Elizabeth line Paddington – Reading	Ealing Broadway

Please press control and click on the below link to access the step free London Underground Guide.

<http://content.tfl.gov.uk/step-free-tube-guide-map.pdf>

Assistance dogs are permitted to travel on the tube network free of charge, but they must have a certificate to prove that they have been trained in using moving escalators. The Guide Dogs for the Blind Association has developed training in association with TfL. For further information on how to access this training, please contact The Guide Dogs London Mobility Team – Telephone 0345 143 0213 or e mail london@guidedogs.org.uk

However, if the assistance dog has not been trained in using moving escalators, then stairs and elevators can be used to access the tube network. TfL members of staff will also assist.

3.2 Overground – London Paddington

Paddington provides services to and from the West Country and South Wales and to the suburban areas of West London and the Thames Valley.



Mobility Assistance is available at Paddington Station 24 hours a day. The Assisted Travel Team office is adjacent Platform 1. It is preferred that requests for assistance are booked by 1800 hrs the day before travel by contacting the Assisted Travel Team on 0800 197 1329.

Accessible toilets are located on Platforms 1 and 12.

Assistance dogs are permitted to travel on the overground and the DLR free of charge.

3.3 Taxis

All London Black cabs can accommodate wheelchair passengers without wheelchair users having to leave their wheelchair.

The nearest taxis are at Paddington Station on the deck above platform 12. This area is accessed via the station concourse and platform 12 where there are escalators and lifts up to the taxi rank.

Drivers of London Black Cabs and private hire drivers cannot refuse to take an assistance dog. Please click on the link below which gives more information on your rights if travelling in a taxis with an assistance dog.

<http://content.tfl.gov.uk/assistance-dogs-know-your-rights.pdf>

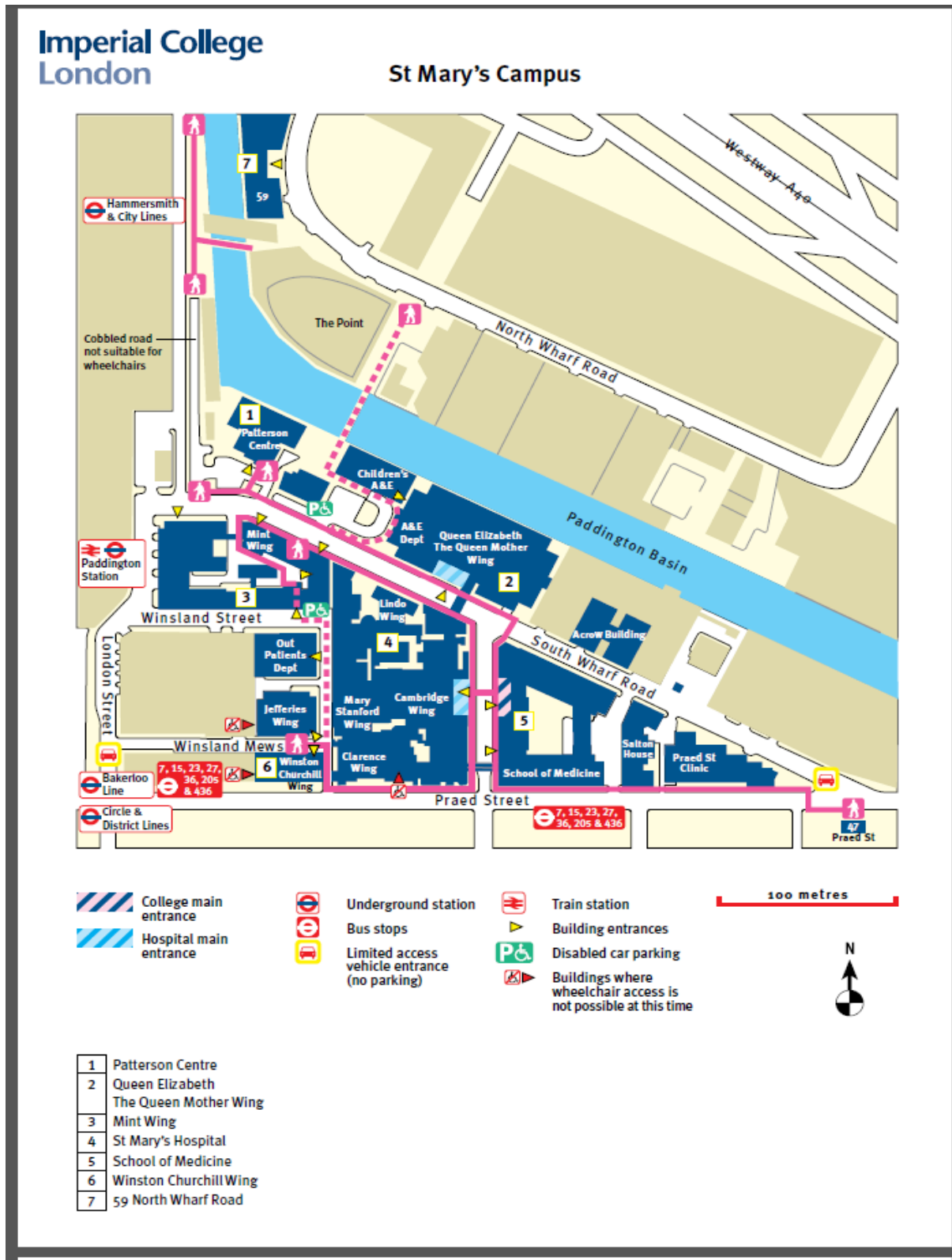
3.4 Parking

There is no parking on site for Staff or Visitors at the Medical School. There are limited spaces for contractors. Requests for contractor parking is to be made via e mail to the Rear Lodge Security on site smrearlodge@imperial.ac.uk . Dedicated disabled parking is available on other parts of the hospital campus – see Campus plan below.

Students should contact the College's Disability Advisory Service who will assist and advise them - <http://www.imperial.ac.uk/disability-advisory-service/>

Members of staff can receive advice from the College Equality, Diversity and Inclusion Centre - <http://www.imperial.ac.uk/equality/support-for-staff/>

3.5 Map of Campus and Surrounding Area



<https://www.accessable.co.uk/organisations/imperial-college-london>

4 Facilities within St Mary's Medical School

4.1 Lifts

The medical school building is served by 3 passenger lifts, 1 goods lift, and an external platform lift for disabled persons:-

- Main Reception – serving floors Sub basement to 5
- Revolving door entrance – serving floors Sub basement to 4
- Rear of Security (designated evacuation lift)– serving floors Basement to 5
- Goods Lift rear of Security – serving floors Sub basement to 5
- External platform lift to right of front main entrance doors, Norfolk Place – serving external street level up to library lobby.

4.2 Platform Lift - Override Procedure for security staff or others assisting

Please follow the 3 steps below.

Step 1: Collect key 41 from the Key Cabinet at the reception security desk.

Step 2: Use the flat key with two prongs and manually open the glass gate, as per picture below. This gate is on the street entrance.



Step 3: Once inside the lift car you have full access to the control buttons



4.3 Alternative way of accessing external platform lift, with Security/Support Staff Assistance - if only one Access reader has failed

The platform lift has a buzzer/intercom at street level in Norfolk Place. This intercom goes back to the Main Entrance Reception desk and will summon Security staff.

If the external reader fails at street level and the user presses the buzzer/intercom, Security staff will open the main gates at reception so that building users can access the building whilst Reception and barriers are unmanned and Security staff will attend immediately to assist the person wishing to access the platform lift. Security have two options available to them – A) use the override key so that the lift gate can be opened manually at street level to afford access to the user, or B) Security personnel can access the lift from inside the building by entering the accessible lift lobby via the library entrance doors. Use swipe card on reader post in the accessible lift lobby, external window/door will open, step into accessible lift, wait for window/door to close and then press the button to take the lift down to street level. At the bottom, exit via the lift gate and allow access to the user who needs to enter the building.

If the access reader fails inside the building, it is possible for Security/Support Staff to go to street level in Norfolk Place, swipe to summon the lift, when it is at ground level, open the gate, access the lift and press the button to go up to the library level. Window/door will open automatically as will the glass door from library lobby to accessible lift lobby. The wheelchair user can then access the lift and proceed down to street level.

4.4 Evacuation Lift, rear of Security Lodge, basement level

The evacuation lift is not a fire lift. This lift is to be used to evacuate people who are unable to exit the building without assistance. A Personal Emergency Evacuation Plan (PEEP) will be issued to people who are unable to exit the building without assistance (see Section 5.1 and Appendix 1 of this document). In the event of a fire alarm, this evacuation lift will automatically go to basement level. The disabled person should make his/her way to the evacuation lift (lift lobbies located on upper floors at Variety Club Wing entrances) and await assistance from his/her designated assistant/s. Once an assistant has arrived at the evacuation lift lobby they should call

Security (Front Desk) on 020 7594 3660 (SD 43660) to advise them that there is a wheelchair user in the building waiting with their assistant in the evacuation lift lobby at the relevant floor number. The wheelchair user and their assistant/s will wait in the lift lobby area until the fire alarm ceases or Security advises them to exit the building. In the event that evacuation is necessary, the assistant will leave the wheelchair user in the evacuation lift lobby and take the stairs down to basement level. The assistant will remove the key from the key box to the right hand side of the lift door (key box code is known to Security, Building Managers and assistants named on PEEPs). They will insert the key into the panel on the right hand side of the lift exterior and turn the key to the override position. The assistant then enters the lift and takes it up to the level where the disabled person is waiting in the evacuation lift lobby. The assistant will accompany the disabled person in the lift taking it down to basement level. Once out of the lift the assistant will accompany and support the disabled person/wheelchair user, via a step free route, to the fire assembly point in South Wharf Road.

Note – there is a spare evacuation lift key held at the Main Entrance reception in the Security key press. There is an intercom in the evacuation lift..

4.5 Step free access routes - example

- Route A (to get to Level 2, Paediatrics)

This is by the rear ramp. This ramp is very steep and support will be needed either in the form of a powered wheelchair, an assistant pushed wheelchair or a taxi to the rear ramp. Stop at Security Lodge, swipe to get into lobby (door opens outwards, but rear lodge Security will be in lodge to assist between hours of 7 a.m. 4.30 p.m.) Turn left and go to lift (fire evacuation lift referred to in PEEP). It's just on the right.

Take lift to Level 2, exit lift level 2, turn right into corridor 265B, go to end of corridor, turn left and go through Lab 257.

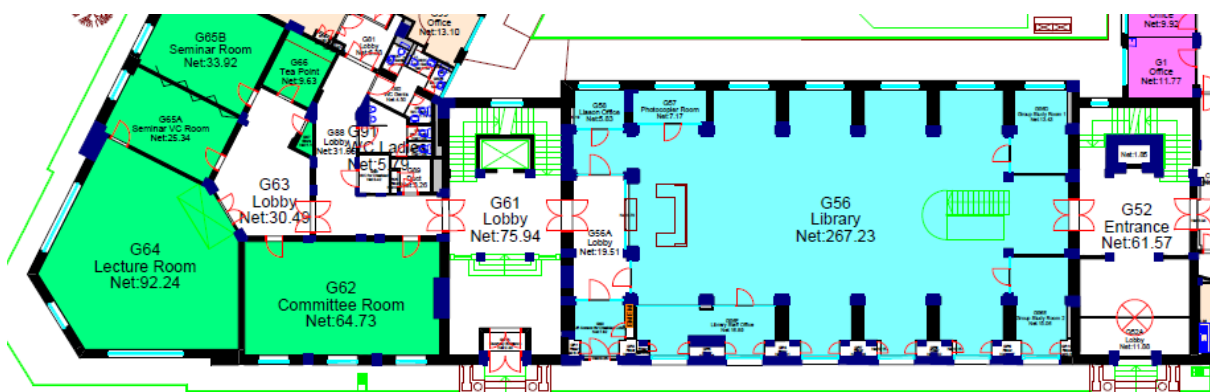
Out of the end of 257 into corridor 288, follow corridor around and it becomes corridor 287, Accessible toilet is on the left, next door is Seminar Room/Kitchen 285

To get back out of the building, just reverse the above route.

Note: This access route via the rear lodge can be used to access all the other floors of the building (but not any of the floors in the Variety Wing), including the 5th floor. Only floor numbers and Lab/corridor numbers that have to be passed through to get around to the Norfolk Place elevation of the building will change. Once on the Norfolk Place elevation, whatever the floor arrived at, this will allow access to both the main reception lift and the revolving door lift.

4.6 Other Useful Access Routes

The large doors from the main entrance lobby (G61 to G88) are power assisted, as are the next set of large doors leading to G63. These power assisted doors enable access to G62, Committee Room, G64 Lecture Room, G65A, G65B Seminar Rooms and G20 MSC Room. Also, the large main doors from the main entrance lobby to the Library Lobby (G61 to G56A) are also power assisted. These power assisted doors enable access to the platform lift area and the Library. The doors at the far end of the Library leading to G52 (Revolving door Lift Lobby) are also power assisted. These power assisted doors, therefore, allow access from the Library to the revolving door Lift Lobby entrance as a shortcut for anyone who has entered the main entrance via the platform lift. This gives the option of anyone who requires it to have access to both the building's main lifts. See plan of areas below.



4.7 Accessible Toilets, Gender Neutral Showers

There are accessible toilets at the various locations in St Mary's Medical School. All these toilets are unisex. All assisted toilets have alarms which go back to the Front Desk from where Security staff will send assistance.

- Basement – B32A - left hand transfer
- Ground Floor – G90 – left hand transfer
- 2nd Floor – 284 – right hand transfer
- 2nd Floor – 208 – left hand transfer
- 5th Floor – 518 – left hand transfer

There are two gender neutral showers at the following locations in St Mary's Medical School – **Note:** these showers are not wheelchair accessible.

- 2nd Floor Room 283
- 4th Floor Room 467

4.8 Hearing/Induction Loops

- Roger Bannister Lecture Theatre – Room 145 has a hearing loop installed
- The Anthony De Rothschild Lecture Theatre – Room 210 has a hearing loop installed

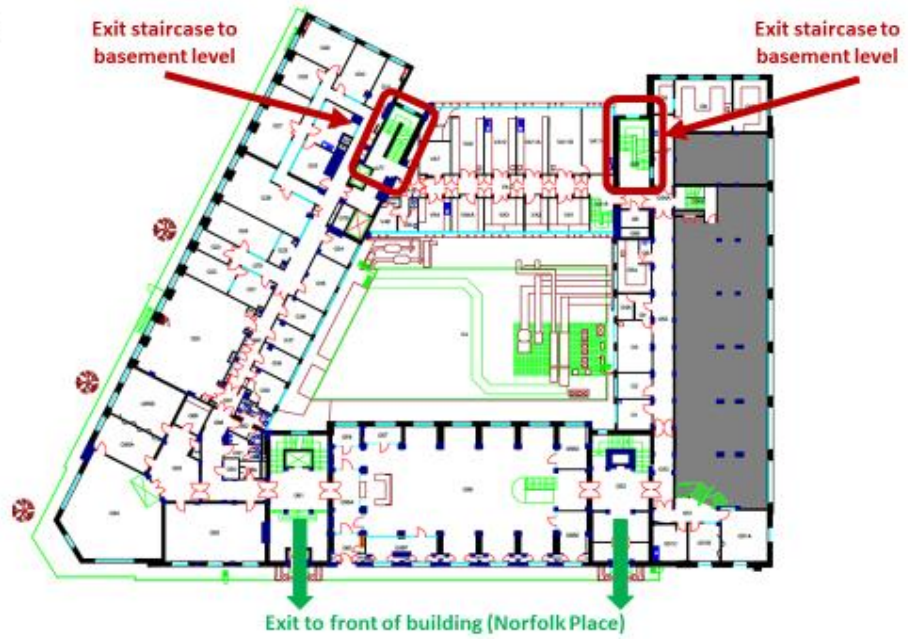
5 Fire Evacuation Procedures

The Medical School building has a single stage alarm. On hearing the continuous ringing of bells you should evacuate the building by the nearest fire escape and make your way to the external assembly points identified on the local 'Fire Action' notices. Maps of ground floor exit routes and fire assembly points are shown on page 15 of this handbook.

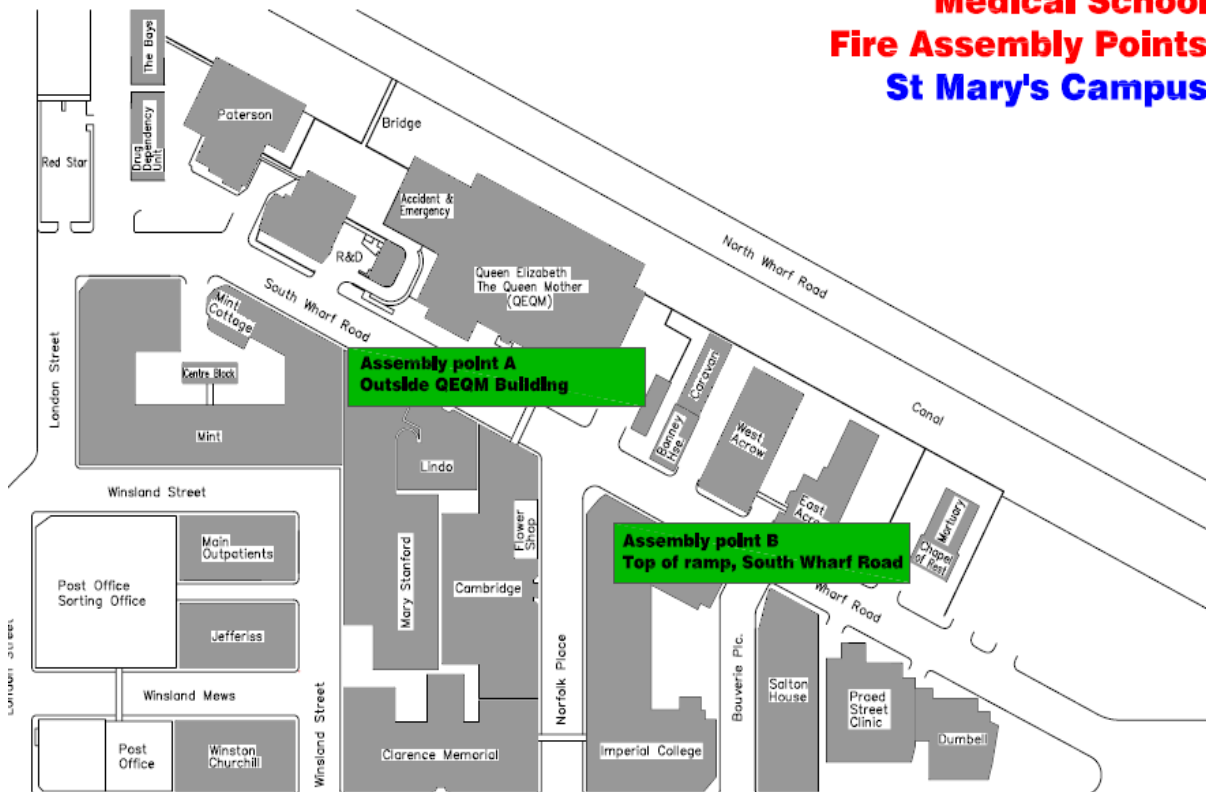
If you discover a fire, break the nearest fire alarm call point to sound the alarm, then leave the building as described above and proceed to the designated Assembly Point. Do not re-enter the building until told it is safe to do so by either Security Staff or the Fire Brigade.

People who are unable to exit the building without assistance will be issued with a Personal Emergency Evacuation Plan (PEEP).

SM – Medical School
Ground Floor



**Medical School
Fire Assembly Points
St Mary's Campus**



5.1 Evacuation Arrangements for anyone who is unable to exit the building without assistance

A Personal Emergency Evacuation Plan (PEEP) for staff, students or visitors who need assistance to leave the building will be prepared by the relevant Fire Safety Co-ordinator in conjunction with the Fire Safety Team, Building Manager and the student/visitor/member of staff.

Evacuation chairs are available on the 2nd floor, one in Lift Lobby space ID 247 and one in Lift Lobby space ID 226. It is up to the individual departments to train staff on how to use evacuation chairs and to confirm whether the individual named on any PEEP is able to transfer themselves into the evacuation chair and also to confirm that the person has agreed to being evacuated by this method as an alternative to the evacuation lift in the unlikely event that the evacuation lift is cut off by fire

An example of a blank PEEP form is attached in Appendix A of this document. Security, Faculty Safety Adviser and Building Managers should all be provided with a copy of any active PEEPs. Once a PEEP is no longer active, all relevant parties should be informed and the PEEP hard copies disposed of as confidential waste. Information on the number of current active PEEPs for St Mary's Medical School can be found in Section 10 of this document.

6 Signage

The Imperial College signage strategy has been based on measurements of usability and inclusivity. Clearly defined external accessible routes have been established at each campus that enable the user to locate a building of their choice. Then, via internal signage, to navigate to the appropriate point within the building.

The design of the signage has been carefully considered to enhance ICL's brand image whilst utilising best practice associated with the Equality Act 2010.

Sign content and layout must consider:

Viewing distances

Sans Serif typefaces

Upper and lower case – not CAPITALS

Letter spacing

Minimal use of bold, italics, condensed or lightweight forms

Text tracking

Consistent font stem widths

Left justification

Standard arrows (ISO 7001)

Borders

Certain colour selections and tonal contrasts

Materials

Tactile/embossed, with or without Braille

7 Management Responsibilities

In order to maximise accessibility for all, management will ensure that:

- Circulation routes and spaces are kept free of obstruction;
- Facilities are kept clean and function properly;
- Spaces primarily intended for disabled people, including safety zones and wheelchair accessible toilets, are properly maintained, not used as storage spaces or locked-off during business hours;
- Safety and orientation features to assist disabled people, e.g. colour contrasting door furniture, tactile surfaces on floors and colour contrasting strips, are present and renewed when necessary;
- Signage is clear, legible and is consistent throughout the building, and is revised after any modification to building use or layout;
- Staff are aware of how best to facilitate disabled users
- Carpets and soft furnishings are kept free of dust;
- Filters are replaced in mechanical ventilation systems;

- Smoking restrictions are enforced – all ICL buildings operate a strict No Smoking Policy

8 Staff Training

ICL will ensure that:

- Everyone understands their role in ensuring that the building operates efficiently, both on a day-to-day basis and in an emergency;
- Appropriate skills and disability/equality and diversity training are included in staff induction training; <http://www.imperial.ac.uk/admin-services/equality/support-for-staff/training/>
- Training is updated routinely;
- Contractors undergo Day One Safety Induction Training before commencing any works on site

9 Building Manager Contact Information

E mail: <https://www.imperial.ac.uk/estates-facilities/about-us/our-teams/buildings-managers/>

10 Current number of Active PEEPS – St Mary’s Medical School

There is currently 1 (one) active PEEP for St Mary’s Medical School.- this PEEP was originally prepared on 8th April 2018 and reactivated in May 2022 after the return to work post Covid Pandemic.

11 Conclusion

An accessible built environment is a key element for the realisation of a society based on equal rights, and provides its citizens with autonomy and the means to pursue an active social and economic life (EC Group of Experts, 2003). Lack of access to the built environment is one of the greatest barriers to participation faced by people with disabilities from all manner of activities throughout society. This handbook has highlighted a broad range of issues that will make St Mary’s Medical School more accessible for all its users.

Accessibility of the building will be reviewed annually or in the light of changes (whichever is sooner) by the Estates Operations team, to ensure that the building is managed and maintained to the highest possible accessibility standard.

APPENDIX i)
PERSONAL EMERGENCY EGRESS PLAN
STUDENTS - ALL

PERSONAL DETAILS:

Name:		Date of issue:	Select Date
Emergency contact details (i.e. mobile phone No)			

PLACE OF STUDY (Separate plan required for each building / location used):

Building	
Floor	
Room Number	
Times when applicable	

PERSONAL AWARENESS OF PROCEDURES:

Knows how to raise the alarm	Select	Explanation (if necessary) ¹
Will know when alarm raised	Select	Explanation (if necessary) ²
Knows how to exit	Select	Explanation (if necessary)
Knows where to assemble	Select	Explanation (if necessary)

¹ For instance, is able to access and operate fire alarm break glass units, use phone or will verbally inform....

² For instance, if a vibrating pager is used or reliant on others to make aware.

EGRESS PROCEDURE:

Details to be provided here of the specific emergency procedures from first alarm up to the building user arriving at the agreed external assembly point. The details provided should include a step-by-step account of the process. It should identify any persons nominated to assist, agreed safe routes, any refuges or equipment that are part of the plan along with agreed communication methods.

Where equipment is used, it should outline any necessary maintenance and servicing regimes (such as changing batteries in vibrating pagers or servicing of evacuation chairs) and confirm they have been put in place.

Where physical assistance is required, it should be provided by relevant departmental staff, tutors, supervisors etc. and not rely on others to be called to the building which might result in unnecessary delay and risk of serious harm.

Where the plan relies on protection by the buildings structural features and installed systems (such as fire resisting construction or operation of firefighters lifts), advice should be sought from the Fire Safety Office, who may also assist with training, such as operation of evacuation chairs.

DESIGNATED ASSISTANCE:

Where applicable, the following people have been designated to give assistance to the person this plan applies to.

Name:		Location:	
Contact details / phone number:			
Name:		Location:	
Contact details / phone number:			
Name:		Location:	
Contact details / phone number:			

Name:		Location:	
Contact details / phone number:			
Name:		Location:	
Contact details / phone number:			

Designated assistants have been trained in the emergency procedures drafted **Select**

SIGN-OFF:

Building User (Consenting for distribution as below)	
Assessor (print name and sign) (To distribute as below)	

IMPORTANT

Copies of this plan **must** be provided to:

- The person the plan applies to
- The Assessor (person responsible for the Student's general safety)
- Security Control (who may forward to local security control rooms)
- All designated assistants
- Building Manager
- Fire Safety Office
- Head of the Disability Advisory Service

THIS PLAN IS TO BE REVIEWED AT LEAST ANNUALLY OR UPON ANY MATERIAL CHANGE OF CIRCUMSTANCE IF SOONER