



## DESIGN & ACCESS STATEMENT

Alliance Boots  
108 FELPHAM ROAD, BOGNOR REGIS, WEST SUSSEX, PO22 7PP

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### Introduction

Alliance Boots have a detailed Inclusive Policy (Appendix 1) and Design Guide (Appendix 2). The policies clearly state how Alliance Boots intends to address Disability issues in terms of access to goods and services within its refurbished premises.

### Content

The store is located in Bognor Regis and was originally a Moss Pharmacy retail unit, with Sales area, stock and staff accommodation all ground level. The unit is located within a mixed rural shopping area and is located on a corner, adjacent to a Bridle Opticians. The unit has a public entrance to the front corner of the store and is accessed from the public highway. Customer car parking is located to the front to service the Boots unit as well as the trading units on the public highway.

The stock area is located at the rear/side of the unit with the goods in reception and stock handling and racking being located at ground floor level. All deliveries are loaded directly to the stockroom from the side street (Manor Close).

### Proposals

The proposed works comprise:

- The removal of the existing wall fittings and Gondola units and the replacement with new fittings to the latest Boots specification.
- The removal of the old dispensary and the installation of a new dispensary to Boots latest specification.
- The installation of air conditioning to the dispensary/sales area. The air conditioning is to control the temperature of the drugs within the store and is not primarily to heat or cool the sales area. No consequential works are to be carried out.
- Automation of existing manual doors (mechanism fitted internally, not visible from street)

### Access between levels (Stockroom and Plant Mezzanine level)

The ground floor stockroom is accessed via staff access/ fire exit doors from the rear outside & a single leaf door from the dispensary area. Access is from the Sales Floor is via a step up on to a raised floor through the Dispensary area to the stockroom. There are no other floors.

### Navigation

The sales floor has clearly defined aisles and therefore easily to navigate between them to the dispensary and healthcare counters.

### Colour Contrast: Flooring

There is no contrast flooring within the trading floor as there is no lift, escalators or staircases for the customer to negotiate. However at the rear at ground level, a clearly delineated walkway has been identified within the stock room to navigate the staff between areas and also to facilitate means of escape.

### Manifestations

The shop front glazing panels to the front of the store will not include manifestations to the glazing as the store has gondolas positioned directly in front of all glazing. The entrance door does not require manifestations, as it is partially glazed only, with a solid panel to the lower section of the door.

**Means of Escape**

This section is to be read in conjunction with the Boots Fire Risk Assessment document and Wates Design Drawing No 5423/C39579/110. Escape from the Sales Floor is via the power assisted doors at the shop front entrance.

Escape from the ground floor stockroom and staff areas is via the existing fire exit door to the side loading & deliveries area.

**Access for Disabled members of staff**

Boots will employ a management plan on this store a copy of which will be forwarded once in place. Any other specific adaptations as may be necessary will be made for individual member staff members as the need arises. These adaptations will be specific to the needs of the individual.

## APPENDIX 1

### BOOTS Inclusive Policy

#### Mission Statement: Service Delivery

The Boots Group is heavily committed to addressing its obligations as a service and provider and an employer as per parts 2 and 3 of the Disability Discrimination Act 1995 and as landlords and tenants as per amended document DDA 2005.

As a group we are constantly striving to make all of our stores as accessible as possible and that the physical environment does not restrict the use of our stores and services by anyone no matter their level of ability.

This includes due diligence and consideration when complying with the relevant design standards and regulations. To ensure we are meeting these requirements we will carry out access audits and reviews. When these regulations cannot be met we will prepare access statements detailing why they cannot be met and what alternatives we are offering this could be providing our service in an alternative manor, as per Part 3 section 21 sub 2, which state *"Where a physical feature ( for example one arising from the design or construction of a building, or its approach tor access to the building) makes it unreasonably difficult or impossible for disabled persons to make use of such a service, it is the duty of the service provider to take such steps as is reasonable, in all circumstances of the case for him to have to have to take in order to :-*

- a) *Remove the feature;*
- b) *Alter it so that it no longer has that effect*
- c) *Provide reasonable means of avoiding the feature or,*
- d) *Provide a reasonable alternative method of making the service in question available to disabled persons."*

We will always endeavor to consult with disabled user groups as both experts of their needs and as customers.

As a group we dedicated to promoting environments and services that are inclusive of all our customers regardless of any additional needs they might have.

Our commitment to making aspirational quality available to all, which embraces the dual principles of equality of opportunity and equality of commitment, is integral to our continuing development and management of our business plans.

#### Aims and Objectives: Our Vision

Our vision is fundamentally based on quality, value, service and innovation. The manifestation of those core values in relation to an inclusive policy means continuing to create environments and services that are:-

1. Inclusive – so everyone can use them safely, easily and with dignity
2. Accommodating – for all people, regardless of their age, gender, mobility, ethnicity or circumstances
3. Welcoming – with no disabling barriers that might exclude some people
4. Realistic – offering more than one solution to help balance everyone's needs and recognising that one solution may not work for all
5. Understandable – everyone knows where they are and can locate their destination

#### Objectives

1. As an organisation we are continuously seeking to improve our internal structure, by developing personal excellence amongst our staff, to enable them to deliver quality and quality of service and environments to all of our customers.
2. We will continuously strive to be an exemplar organisation – the standard against which all others are measured – leading the high street with inspirational, easy-to-shop stores with best practice standards of accessibility in our delivery of services and in our social and physical environments. We will continue to shape our store locations, formats and products to meet the variety and changing needs of our customers.

3. To achieve our objectives we will have to strive to remove or overcome the barriers that make it impossible or unreasonably difficult for disabled people to access our services and activities.

### **How we will achieve our objectives**

#### **Objective 1**

To enable our colleagues to provide quality and equality of services and delivery thereof, we will:

- Raise awareness of the duties under The Disability Discrimination Act 1995 (DDA) and provide appropriate awareness training for our customer-facing colleagues.
- Establish partnerships with key stakeholders to listen and learn from organisations that represent the interests of disabled people.

#### **Objective 2**

To become an exemplar organisation, we will:-

- Use recognised best practice accessibility standards as a benchmark to developing, maintaining and managing inclusive environments.
- Fully embrace the social model of disability which places the environment as the problem and not the disability, this underpins our commitment to providing and delivering inclusive services and environments.
- Strive to embrace the spirit of the DDA and the duties it places on our organisation.
- Promote and adopt a best practice approach in the services, activities and environments that we provide and deliver in order to meet our objectives.

#### **Objective 3**

To remove or overcome the barriers that make it impossible or unreasonably difficult for disabled people to access our services and activities, we will:

- Provide detailed briefs to all parties involved in the planning and maintenance of the environment. Briefs that put access at the heart of our plans.
- To monitor, review and seek feedback from all parties on any adjustments made.

### **APPENDIX 2**

#### **BOOTS Design Policy**

##### **Introduction**

Boots Mission Statement is to safeguard operational quality available to all. Our strategy is to shape store locations, formats and product offer to meet the changing needs of our customers. Since *Part III of the Disability Discrimination Act Provision of Goods, services and facilities* came into force in October 2004, we have placed greater emphasis on the needs of our disabled customers. It is now of greater importance that we review the equipment and physical features of our premises in advance of a disabled person requesting an adjustment.

Alliance Boots will undertake a series access audits and reviews of our current stores to ensure any previous problems are not replicated in our new stores, where it is practical to do so we will endeavor to alter or remove a physical feature that makes it unreasonably difficult or impossible for a disabled person to use, if due to a constraint within the building we will look to provide our service in an alternative manner that best meets the customer's needs, we will achieve this by changing our policies and procedures.

The following features may, if incorrectly designed or formed cause discrimination to disabled people. Boots will undertake reviews/audits of existing stores to assess these features and where reasonable to do so, we will remove, alter or adjust the features in accordance with Best Practice.

Where new stores are being developed or existing stores altered, Best Practice solutions will be adopted where it is reasonable to do so.

If any feature cannot be removed, altered or avoided, management policy will be reviewed, so that where it is reasonable, the service affected will be provided by alternative means.

A record will be maintained of the decision made so that an 'audit trail' is recorded.

The Best Practice documents referred to below are listed in Appendix 3.

### **Approach Routes and Street Furniture**

Boots will identify the stores for which we have responsibility for the approaches and travel routes. Where possible, we will meet the Best Practice guidance.

Approaches and travel routes are intended to mean lighting, vehicular and pedestrian travel routes, street furniture, landscaping and waste bins.

They are also intended to mean the inclusion of unobstructed access to and around the building, width of the access route, passing places, gradients, floor surfaces, drainage gratings, steps, ramps, crossing points and tactile paving.

### **Car Parking**

Where there are car parking facilities, we will identify the stores for which we have responsibility for the car parking areas. Where possible, we will meet the Best Practice guidance.

Where it is identified as not being our responsibility, we will approach the landlord, with a view to discussing their responsibility to replace or repair those elements that present barriers to access and hazardous situations for all our customers, including disabled people.

Car parking is intended to mean setting down points, numbers of designated accessible car parking bays, location of designated bays, marking of designated bays, design and layout, monitoring use by non-disabled drivers, signage, lighting, barrier control systems and vehicular height barriers, where applicable.

### **Entrances**

Entrances should be clearly sign posted and distinguishable from their surroundings.

Boots will provide automatic doors or push pad systems in all new units, where reasonable to do so.

In existing buildings, we will identify stores where there are no automatic doors.

Where a store does not have an automatic door, as part of future programmed works, we will provide this facility where appropriate.

Where it is identified that a store has automatic doors, clear directional signage in accordance with best practice will be provided.

Boots will review the provision of doors and upgrade accordingly. This is intended to include door ironmongery, door operation and closing forces. For closing devices fitted to single doors, these should conform to the requirements of BS EN 1154 and have a maximum closing force of, at the leading edge, of 30N or less.

Alternative arrangements may be considered where overriding considerations such as fire safety, and the need to provide an environmental seal have to be taken into account.

### **Walkways/Sales Floor**

Boots will review its policy on store layout.

This is intended to include a review of circulation routes, where we will strive to provide:

- Easy movement and provide a good sense of location and direction

- Sufficient clear, unobstructed space to provide convenient and safe access
- That projections into circulatory routes should be avoided
- That all floor surfaces should be smooth, plain, non-reflective and non-slip.
- Secondary and primary routes that are distinguishable.

#### **Internal Stairs (where relevant)**

Boots will review the provision of internal stairs and steps.

This is intended to mean that the review will include the following:

- Directional and informational signage of step/stair location.
- Indication of each floor level.
- Design of steps/stairs.
- Rise of a flight.
- Stairs clear, unobstructed width.
- Identification of nosings and risers.
- Level landings.
- Handrails to stairs/steps.
- Lighting - this should be even and not create glare, reflection, shadows and pools of light and dark.
- Surface finishes, including tactile surfaces. Further reference should be made to BS 5395 – 1:2001 for treads and surface finishes and DETR guidance on the use of tactile warning.

#### **Internal Ramps**

Boots will review the provision of internal ramps.

This is intended to mean that the review will include the following:

- Gradients – as shallow as site circumstances allow.
- Ramp widths.
- Landings.
- Handrails – reference should also be made to DETR guidance on handrail design.
- Surface materials – reference should be made to BS 5395 – 1:200.
- Lighting.

#### **WCs (where relevant)**

Boots will review the provision of WC facilities within our stores.

This is intended to mean that the review will include the following:

- WC design and layout.
- Use of colour to contrast fixtures and fittings to wall surroundings (reference should be made to the colour and contrast design guide published by the Joint Mobility Unit).
- Alarm systems – including the provision of emergency lighting. Alarm cords and development of management policy for evacuation in an emergency.

#### **Lifts (where relevant)**

Boots will identify the lift provision in all its stores. This will include provision of lift access to all sales floors within the building where reasonable.

Where it is identified that lift provision does not give access to all floors, feasibility studies will be undertaken to identify the reasonableness of providing lift access to all floors (site circumstances and financial implications) immediately or as part of future programmed works.

Where it is determined as not being reasonable to provide lift access to all floors immediately;

- Further exploration into future (time scheduled) provision will be undertaken.
- Consideration given to more immediate development of procedures to relocate services or provide alternative means of providing those services.
- The reasonableness of commissioning and upgrading goods lifts for customer use.

Where it is identified that lift provision does not meet current Best Practice, we will review this provision with a view to upgrading in accordance with Best Practice.

In relation to improving lift provision, this will be in accordance with ongoing or future programmed works, as appropriate.

### **Acoustics**

Boots will review the provision of induction loop systems and/or voice enhancement systems, within its stores.

It is intended to mean that the review will include the following:

- Clear informational signage.
- Staff training in the use of induction loop systems.

### **Wayfinding / Signage**

Boots will review the provision of signage within all its stores.

It is intended to mean that the following issues will be considered:

- Location.
- Design and layout.
- Letterform/typeface.
- Size of text.
- Use of symbols.
- Colour and tonal contrast.
- Surface finishes.
- Lighting.

### **Lighting**

Boots will review lighting in terms of:

Lighting levels – sufficient to

- Enable safe and convenient activity.
- Ensure clear definition between shelving, counters, displays etc and manoeuvring /circulation space.
- Provision – lighting should be even and not create glare, reflection, shadow and pools of dark and light, where it is appropriate to do so.
- Highlight critical surfaces e.g. edge of shelving and information.

### **Counter/Service Desk**

Boots will review the provision of counter/service desks in relation to the need for accessible counters and for management procedures to accommodate the views of Disabled People.

Clear maneuvering space for a customer in a wheel chair in front of the counter, is dependent on the availability of a knee recess under the counter.

Where such a recess is provided then a clear space of 1800mm wide X 1200mm deep is required.

If such recess is not provided then a clear space of 2200mm wide X 1400mm Deep is the requirement. As per Approved Document M, and BS8300:2001

Where a signature is required for a prescription, 2 options are available to the customer:-

- Each Branch is provided with a pair of A4 clip boards for writing or signing of prescriptions. This will assist the Branch team in communicating with someone with hearing or speech impairments. They can also be used by a wheelchair user when writing or signing a prescription on their lap (as recommended in DDA guide notes – access2go – compiled from current sources inc. Building Regs (1999) (Part M & Part K), Building Regs Part M (2004), BS:8300, recommendations of the Centre for Accessible Environments (CAE), and the DDA Codes of Practice that are being issued from time to time).
- If a customer requires more privacy, a trained member of the Branch team will escort them to the Consultation Room where a table at 750mm, with a knee recess not less than 700mm, is available to sign their prescriptions upon, and where, if necessary, a more private discussion can take place.

If an A4 form needs to be filled in, in the first instance, the customer will be escorted to the Consultation Room by a member of the Branch team, where the form can be filled in private. If the Consultation Room is in use, then A4 clipboards can be used. Every store has chairs available, and a mixture of seating is available with and without armrests.

### **Equipment/Merchandise Display Units**

Boots will review the provision of display units in relation to the following:

- Circulation space – clear and unobstructed, no protrusion into primary or secondary routes
- Signage – clear, concise and consistent
- Lighting
- Floor surfaces
- Loose matting

### **Seating**

Boots will review the provision of seating and seating areas for customer use.

It is intended to mean that this will include:

- Type of seating – mix of seating with and without armrests.

### **APPENDIX 3**

The Best Practice guidelines relating to design for Disabled people include but are not limited to the following documents:

- British Standard 8300: 2001 – Design of Buildings and their approaches to meet the Needs of Disabled People.
- Sign Design Guide – published by the Sign Design Society.
- British Standard 5395: Part 1:2001 – code of Practice for the design of straight stairs.
- DETR Guidance on the use of Tactile Paving Surfaces (DETR 1998).
- BS EN 115 – Safety rules for the construction and installation of escalators and passenger conveyors.
- BS 6180: Code of Practice for Barriers in and about Buildings.
- BS 7594: 1993: Code of Practice for audio-frequency induction loop systems.
- BS EN 60118-4: Code of practice for induction loop systems.
- Building Regs Part M Sec 3.6 – Counter heights and maneuvering space
- CAGE – Design and Access Statements

Please note that this list is non-exhaustive. The Design guide will be reviewed and updated as required to incorporate the latest recommendations for Best Practice.