



Derby City Council

# Getting around the Council House



Welcome to our Council House and we hope you find this access guide useful. We know how important it is for disabled people to be able to use all of our facilities, and it's important to us too. So, we listened to what disabled people told us, and designed the building around their comments.

We're very proud to be the first local council to achieve the CredAbility Award for access. See what you think of our building and if you have a smart phone you can scan the QR code at the bottom of this page, next to the CredAbility logo and give your comments. Or, you can tell us in any other way you want.



Paul Robinson  
Acting Chief Executive



Councillor Ranjit Banwait  
Leader of Derby City Council



Tell us what you think  
[CredAbility.uk.com/feedback](https://CredAbility.uk.com/feedback)



# Our facilities...



## Car parking for disabled visitors

We have two visitor disabled people's car parking spaces that can be booked by contacting the council. There is a barrier to enter the car park, but there is a mobile phone number at the barrier that you can text or call and the security person will raise the barrier for you.



## Getting into the Council House

There is a ramp and steps with handrails, as well as tactile paving. There are two sets of wide, automatic doors.



## Reception

An induction loop is fitted to the left side of the reception desk. To the right there is a lower counter and on this is our Sign Video facility. The Sign Video means that Deaf people who use British Sign Language can communicate with our employees, through a live link to a British Sign Language Interpreter. We also have a Sign Video link in a booth for more private conversations.



## Toilets, changing and breast feeding

There is a public disabled people's toilet in the reception area and also a changing places toilet, containing a shower bed, hoist, privacy screen, accessible toilet and height adjustable wash basin. Both these toilets have Radar locks on them.

Our baby changing facilities are wheelchair accessible and there is also an induction loop in the room.



We also have a breastfeeding room, which is accessible for disabled people.





## Interview booths and waiting area

We have a selection of chairs with and without arms in the waiting area and the ticket machines are accessible for wheelchair users. The appointment screens have good colour contrast and are in large print. There is also an audible message when your appointment is due. We have portable induction loops for use in any of the booths – please ask if you need one for your appointment.



Our payment and appointment machines are easy to operate with large colour contrast print on the screens and universal icons to assist people with learning difficulties. They also have raised numbers.

There is good colour contrast in this area with brightly coloured seats on a pale floor. We are also planning on having some coloured footprints from reception to the toilet area and the café to make it easier for people with learning difficulties.

Any of the council booklets and forms on display can be converted into accessible formats on request.



## Civic area

Our civic area is on the first floor and there is a fully accessible lift to get there. Here you will find the council chamber and the council's public meeting rooms, including the Mayor's Jacob Rivers room.

All the rooms are wheelchair accessible and have assisted hearing devices in them. The council chamber and public gallery has an infrared system that is combined with the main sound system, so you need to wear a neck loop if you are a hearing impaired person and the sound system needs to be switched on. You also need to switch your hearing aid to the 't' position.

The council chamber has spaces for wheelchair users to sit, both in the public gallery area on the second floor and in the main chamber on the first floor. There are ramps from the first floor to the main chamber area.

The Joseph Wright meeting room and the Rolls Royce meeting room both have fitted in induction loops, and so does the Jacob Rivers room.



## Relish Café

Our café has an induction loop at the till area and has very good colour contrast throughout. There are steps and a ramp to access the café and level access on to the outside terrace. Café staff will assist any disabled people who need help to carry their tray or choosing what to select if you are a visually impaired person. There is also a public disabled person's toilet in the cafe area, so you don't have to go all the way back to reception.



## More meeting rooms

We have some more meeting rooms on the second floor and all these rooms are also wheelchair accessible and have induction loops fitted in them.

## Emergency evacuation

We have evac chairs at every staircase on each of our floors. All our Facilities Management team have been trained in using these evac chairs. When you report to reception as a visitor you need to let them know if you need help to get out of the building in an emergency. We also have a Deaf Alerter system so that we can alert any Deaf visitors if the emergency alarm goes off.

## Our publications and leaflets and other communication

We can make any council document accessible for you if you ask us and we will also arrange a registered British Sign Language Interpreter, or lip speaker, if you need one for a meeting or an appointment. As mentioned earlier we also have the Sign Video facility. You can contact us by voice or minicom, write to us, e-mail us or text us. Our minicom number is on all our publications – 01332 640666 – or you can use Text Relay by putting 18001 in front of the voice number.

## Employee training

Our meet and greet employees at reception have been on equality training courses and can also greet people in British Sign Language. We are also planning some more in depth hearing impaired equality training and mental health equality training.

## Working for us

We have lots of disabled people working for us and we provide a whole range of reasonable adjustments such as:

- software to provide equality for people with dyslexia
- information in other formats
- an accessible workplace
- we have a Quiet Place multi-faith and contemplation room, with appropriate washing facilities, including one that is wheelchair accessible
- accessible shower rooms
- large screen monitors
- Disability Leave
- induction loops in meeting rooms
- our Disabled Employees Network – DEN
- the option of guaranteed interviews for disabled people who meet the essential requirements of the job they are applying for.

## Enjoy your visit

We hope you enjoy your visit to us, but please let us know if we need to change anything about our access for disabled people. Contact our Lead on Equality and Diversity, Ann Webster on 01332 643722 minicom 01332 640666 or Text Relay 01800 643722 and she will do all she can to help.

**We can give you this information in any other way, style or language that will help you access it. Please contact us on 01332 643722 Minicom 01332 640666 Mobile 07812 300079.**

### Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt: 01332 643722      Tel. tekstowy: 01332 640666

### Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01332 643722      ਸਿਨੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

### Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم 01332 643722      منی کام 01332 640666 سے رابطہ کریں۔