



ACCESS STATEMENT AND POLICY

**Vice Versa
Loughborough**

ISSUE : 3

DATE : April 2008

Access Statement

This Access Statement covers the licensed establishment of Vice Versa, known within this policy as the “Venue”. The Venue is situated in a High Street property, within the town of Loughborough, that provides premier leisure and entertainment services to members of the public. The Venue is part of the Matterhorn Capital Pubs and Clubs Group.

The Venue Management is committed to a comprehensive policy of equal opportunities in the provision of services to their guests and in their role as an employer. The Venue is also committed to the elimination of discrimination against disabled people and to ensuring that its practices, policies and procedures deliver equal treatment and access to the services within its building where reasonably practicable.

In eliminating discrimination, the venue recognises that the most important barriers to access for disabled people can arise from the physical features of premises, from staff communication and training, and from the business policies and practices adopted.

The designers of the building, constructed in the late 1800’s had little understanding of the physical barriers that make people’s impairments disabling. The Venue is committed to a continued development of service and standards to meet and exceed the expectations of all service users, including the refurbishment of the premises in line with current accessibility guidance as and when practicable. The previous owners carried out a full refurbishment of the building in 1995, but failed to take into consideration any access requirements.

The management works closely with the Local Authority, the Fire Brigade and a range of consultants to assist them to deliver access facilities and services for all within the Venue, where possible.

Access Policy

Introduction

This Policy underpins the commitment to disabled people articulated in the Venue Access Statement. The Venue acknowledges the responsibilities imposed by the Disability Discrimination Act 1995 and 2005 as key components of this Access Policy

This Policy is comprised of the following elements:

1. Visitor Access Information
2. Customer Service
3. Staff Training
4. Access to the Built Environment
5. Health, Safety and Fire Evacuation
6. Additional Provision
7. Access Policy Development
8. Contact Information

1. Visitor Access Information

A comprehensive guide to the access provision within the Venue is provided on our website at the following address:

<http://www.vice-versauk.com>

This information is also available in alternative formats on request. The Venue acknowledges the importance of website accessibility and are committed to ensuring that their website is compliant with applicable web access standards.

It is acknowledged that the provision of accurate and up-to-date information dramatically increases the ease with which people can access services. The Venue maintains a policy of updating access information in line with any change or addition to the services provided. In addition, a 6 month periodic review of available access information will be undertaken.

2. Customer Service

In accordance with best practice, the Venue channels access related requirements through a single Group Operations Manager, in order to ensure consistency of service.

In addition, the Venue has a number of Duty Management Staff available throughout its opening hours to ensure that access requirements are clearly identified and communicated effectively.

Visitors who wish to discuss venue facilities or access requirements in advance of their visit should contact the Group Operations Manager on 01255 423199

3. Staff Training

The Venue is committed to developing effective service delivery through the training and support of its employees.

Disability Equality and Awareness training will be provided to all members of staff employed by the Venue. Equality training is based around the social model of disability. Accordingly, the

focus is on identifying and removing barriers to access that make people's impairments disabling and by challenging common myths and misperceptions about disabled people.

Initial staff induction as well as regular refresher training in access and policy awareness is carried out as part of the overall Customer Services Training for all regular staff.

4. Access to the Built Environment

The Venue acknowledges its responsibilities under Part III of the DDA in respect of the obligation to make 'reasonable adjustments' to the physical features of its premises to overcome barriers to access faced by disabled people.

In the management of the built environment, it is the policy of the Venue to adhere to the appropriate requirements of the Approved Document Part M and, wherever possible, to British Standard 8300:2001 in respect of building design and the delivery of services, in all current and future building works

The Venue has commissioned a disability access audit of the establishment. The recommendations and guidance provided are being implemented within an access plan, as and when practicable.

Car Parking for Disabled Visitors

Limited on road parking is available, close to the venue; however there are various accessible car parking facilities within 100m, the details for which can be accessed via various websites or by contacting Loughborough Council. Alternatively contact the venue direct and they will give you guidance on parking.

Venue Access

Access can be gained from one of two entrances on the High Street, dependant on the time of day. From these entrances, access can be gained to the ground level of the venue, where all services are currently provided.

The Cellar Bar is only accessible via a steep single staircase. This is not accessible by Wheelchair Users. Where practicable the services provided within the Cellar Bar will be provided for guests on the ground level of Vice Versa.

The Upper Level bar area is only accessible via two separate flights of stairs. Due to the construction of the building, a safe place of refuge for mobility impaired guests is unavailable, in the case of a fire. The management and staff will provide all services on the Ground Floor Level and advise guests of the unsuitability of the Upper Level for use by mobility impaired visitors.

WC Facilities

A mixture of ambulant WCs are available within Vice Versa, the majority of which are on the ground floor level. There are currently no wheelchair accessible toilets due to the design of the building. This will be reviewed as a priority during any future major refurbishment works.

5. Health, Safety and Fire Evacuation

The Venue Management is obliged to comply with the terms and conditions of the Premises Licence to ensure the safety of all their visitors.

As noted below, disabled visitors likely to require assistance in the Venue during an emergency evacuation are asked to ensure a member of the duty staff is aware of their location and access requirements. An appropriate member of staff can either be located on arrival at the entrance door or in the vicinity of the bar service areas.

The Venue has appropriate provision for fire evacuation and emergency egress for all visitors on the ground level. Fire evacuation routes are clearly marked on site in addition to being referenced on the available site plans.

There are no accessible refuges or evacuation provisions that can be made available in the Cellar Bar or on the Upper Level of Vice Versa and as such the management are unable to provide safe egress for Wheelchair Users or those with mobility

impairments. Due to these circumstances, the Venue reserves the right to restrict access of visitors to the relevant areas in order to avoid a fire and safety risk to life. This situation will be reviewed on a regular basis and prior to any future, major refurbishment works.

6. Accessible Service Provision

The staff will provide a table waited service on request within the Vice Versa establishment.

All assistance will be given to ensure that guests can enjoy all the venue's facilities, so far as is reasonably practicable and within the safety guidelines imposed on the venue by legislation and Local Authority requirements.

7. Additional Provision

Hearing Impaired Customers

Hearing induction systems are currently not provided for the assistance of hearing aid users due to the high ambient noise levels within the majority of areas in the venue.

This will be reviewed as part of any future major refurbishment works.

Visually Impaired Customers

Guide and assistance dogs are welcome at the Venue.

Customers are entitled to take assistance dogs into all areas. The management may however restrict such access where a risk to health or safety of the guide dog or any person arises and where such risk cannot be overcome by implementing a reasonable adjustment.

Due to low ambient light levels and use of effects lighting, guests with visual impairments should request assistance from staff, where necessary.

Visitors with Medical Conditions

Any persons requiring access with specialist medical equipment should notify the Venue to arrange storage or suitable parking arrangements.

The Venue has first aid trained staff that can provide a limited service. Persons requiring the use of needle applied medication should inform the venue staff on arrival.

8. Access Policy Development

The venue management will undertake regular reviews of this policy and will actively develop future policies, actions and building alterations to reflect the determined needs of disabled visitors.

This policy is integrated within the wider policy environment of the organisation.

A designated member of staff, with senior managerial support, is responsible for ensuring the implementation of this policy within the Venue.

This policy is monitored and evaluated in consultation with disabled people. Any feedback received from visitors will be reviewed, assessed and incorporated (if appropriate) into future developments of this policy.

The Venue openly welcomes comments on this policy and would encourage any person to contact us with their feedback

Contact Information

Vice Versa Website www.vice-versauk.com

Venue Management – Telephone 01509 260637

Also available -

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