

Inclusive design statement

Heathrow Garden Centre,
Sipson Road,
West Drayton,
Heathrow UB7 0HR



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1. Introduction

- 1.1.1. This Inclusive Design Statement has been undertaken in consultation with the client and design team, following an initial design appraisal process. This appraisal included an assessment of the accessibility of the proposed designs, in order to understand the constraints of the site, compliance with best practice design guidance and planning policy. Where derogation has occurred, an assessment of whether this is a reasonable approach has been made.
- 1.1.2. This Inclusive Design Statement is to be read in context alongside all submitted planning application documents.
- 1.1.3. The assessment and this Inclusive Design Statement has taken into consideration best practice design guidance and planning policy as detailed below.
- 1.1.4. This Inclusive Design Statement has been prepared to support the Planning application. It will also form the basis for design development during the detailed design stage for Building Regulation purposes, along with the client's consideration with respect to duties relating to disabled people under the Equality Act 2010 (whether for themselves as operator or for a future operator).

2. Best practice guidance and planning policy

2.1. Best practice

2.1.1. Best practice guidance referred to in this document includes:

- Building Regulations Approved Document M: Access to and use of buildings - Volume 2: Buildings other than dwellings.
- BS 8300-1: 2018 – Design of an accessible built environment, Part 1: External Environment – Code of Practice.
- BS 8300-2: 2018 – Design of an accessible built environment, Part 2: Buildings – Code of Practice.
- Sign Design Guide – ISBN: 1-85878-412-3.
- Project Rainbow: Colour, Contrast & Perception – ISBN: 0-70491-2082.
- Codes of Practices issued by Equality and Human Rights Commission (EHRC).

2.2. Planning policy

2.2.1. The National Planning Policy Framework (NPPF) sets out the Government's planning policies for England, which includes a framework on how local and neighbourhood plans are expected to apply inclusive design.

2.2.2. The regional planning policy for this scheme is the London Plan 2016. A key objective of the Plan is to build a London that achieves the highest standards of safe, easy and inclusive access for all people, regardless of disability, age or gender. Likewise, Accessible London: Achieving an Inclusive Environment is a supplementary planning guidance document published by the GLA. It provides detailed information on implementing relevant London Plan policies.

2.2.3. **'Accessible Hillingdon'** is a supplementary planning document to the Hillingdon Local Plan, Hillingdon UDP (Unitary Development Plan) and the London Plan.

2.2.4. **'Accessible Hillingdon' is a material consideration in determining the outcome of planning applications.**

3. Project description

- 3.1.1. This scheme proposes to redevelop the existing garden centre site to provide a new, modern garden centre facility inclusive of staff and customer parking area, a goods yard and warehouse, a large retail building with external display areas, and a small barn/extended sales area adjacent to the entrance onto site.
- 3.1.2. The main retail building is to house a large retail space (sales area, gift area, food hall and tills), a butchers area, a café with small kitchen, customer toilets, along with a staff area (toilets offices and break out space). The small barn/extended sales area is to be primarily open plan, with a kitchen, store and toilet facilities.

4. Pedestrian, vehicle and public transport

- 4.1.1. The site is located in a semi-rural area between Heathrow Airport to the South, and West Drayton and the M4 to the North. It is accessed directly from to the west of the A408 (Sipson Road) adjacent to junction of the A3044 (Holloway Lane), a short distance from junction 4 of the M4.
- 4.1.2. The primary means of access to the site is by car, although there is a bus stop to the North of the site entrance on Sipson Road, serving TfL's 222 bus route. Likewise, pedestrian access is available via the public footpath that runs alongside Sipson Road.
- 4.1.3. Access onto site will be via the main vehicle gates for customer and staff vehicles, along with deliveries. The gates will be manually operated, opened/closed by security or staff at the beginning and end of each day. The entrance gates will be kept open and unobstructed during business hours.
- 4.1.4. Access onto site for pedestrians will be via pedestrian gates either side of the vehicle gates. The gates will be manually operated, opened/closed by security or staff at the beginning and end of each day. These entrance gates will be kept open and unobstructed during business hours. When open, the gates will have a clear opening width in excess of 1800mm.

5. Horizontal circulation on site

- 5.1.1. Access around site is predominately level, with no requirement for ramps or steps.
- 5.1.2. Pedestrian and cycle access around site will predominately be provided via designated footpaths which are to be 2000mm wide and unobstructed. Where adjacent to road/carpark surfaces, the footpaths will be raised with a standard kerb edging detail.
- 5.1.3. The footpaths will be formed in accordance with current best practice guidance. They will be level with a cross fall not exceeding 1:50. They will be provided with an alternate material finish to the adjacent road/carpark surfaces, which will provide a visual contrast between opposing surfaces. The surfaces will be slip resistant, even, firm and durable.
- 5.1.4. Where footpaths provide access onto the adjacent road/carpark surface an appropriate drop kerb and blister tactile surface will be provided. All tactile paving will be designed in accordance with current best practice guidance (including Guidance on the use of Tactile Paving Surfaces, DfT 2007).
- 5.1.5. Pedestrian routes within the carpark (over and above the designated footpaths described above) will also be level but defined by white lining only.
- 5.1.6. All pedestrian walkways will be free from obstructions (such as street furniture), drainage gratings or gully covers. Where drainage gullies are required or are unavoidable within the vicinity of pedestrian routes, these shall be formed in accordance with current best practice guidance (positioned as far as possible from the main pedestrian flow, set flush with the surrounding surface, with slots no more than 13mm wide and set at right angles to the dominant line of travel). This element is subject to further development during the detailed design process.
- 5.1.7. All external routes and key areas such as entrances are to be provided with appropriate lighting (lighting levels in accordance with current best practice guidance). Any free standing lighting such as lampposts will be positioned so as not to obstruct circulation routes or pose impact hazards. This element is subject to further development during the detailed design process.

6. Parking

- 6.1.1. A total of 33no. parking bays are to be provided on site, a proportion of which (9no.) will be available for staff use.
- 6.1.2. 3no. designated disabled parking bays for Blue Badge holders will be provided adjacent to the main entrance of the garden centre building, with a further 2no. adjacent to the small barn/extended sales area to the front of the site. This equates to circa 15%. These spaces will be formed in accordance with current best practice guidance.
- 6.1.3. 2no. further oversized parking bays are to be provided within close proximity of the entrance to the Garden Centre Building and Small Barn/Extended Sales Area. Whilst not sized and set out as formal designated disabled parking bays, the intent is to designate these and Brown Badge parking bays. This equates to circa 6% of the overall parking provisions.
- 6.1.4. The garden centre operator will implement a means of policing the use of the designated disabled parking bays, inclusive of the use of penalty warning notices not displaying a Blue Badge or Brown Badge.

7. Approach

- 7.1.1. The approach to the main entrance of the garden centre building and small barn/extended sales area is level from the site entrance and throughout the carpark, with no significant changes in level. Refer to section 5 above for more detail.

8. Entrances and entrance doors

8.1. Garden centre building

8.1.1. The main entrance will be clearly defined within the building façade due to its positioning and design within the building frontage but is subject to further development during the detailed design process. The definition will be enhanced by the use of signage where appropriate (not excessive amounts), lighting and use of visually contrasting materials/finishes to opposing surfaces.

8.1.2. The entrance doors are to be fully glazed within an aluminium frame, within a curtain walled frontage (exit doors to have a lesser extent of adjacent glazing). Glazed doors and adjacent glazing to be provided with permanent manifestation in accordance with current best practice guidance (within two zones from 850 - 1000mm and 1400 - 1600mm above the finished floor level).

8.1.3. The entrance doors are subject to further development during the detailed design process. The entrance (and exit) doors are to be fully automated sliding doors, formed and operated in accordance with current best practice guidance.

8.1.4. The operation of the doors between the building and the external sales area are subject to further development during the detailed design process. The doors are to be fully automated sliding doors, formed and operated in accordance with current best practice guidance

8.2. Small barn/extended sales area

8.2.1. The entrances will be clearly defined within the building façade (to the East and West elevation) due to its positioning and design within the building frontage but is subject to further development during the detailed design process. The definition will be enhanced by the use of signage where appropriate (not excessive amounts), lighting and use of visually contrasting materials/finishes to opposing surfaces.

8.2.2. The entrance doors are to be fully glazed within an aluminium frame. Glazed doors to be provided with permanent manifestation in accordance with current best practice guidance (within two zones from 850 - 1000mm and 1400 - 1600mm above the finished floor level).

8.2.3. The operation of the entrance doors are subject to further development during the detailed design process. The door to the East elevation is to be automated (fully or push button control). The door to the West elevation will be manually operated and will be designed in accordance with current best practice guidance (inclusive of a door opening pressure of no more than 25N, suitably profiled door furniture with a sufficient visual contrast to the door frame. Where the swing of the doors are not protected by adjacent columns, an appropriate barrier will be provided adjacent to the door.

9. Internal circulation

9.1. Garden centre building

9.1.1. The internal space and circulation routes is subject to subject to further development during the detailed design process along with the operators fit out.

9.1.2. It is intended that principal circulation routes are maintained at 1800mm and secondary routes maintained at 1500mm in accordance with current best practice guidance.

9.1.3. Internal doors shall be provided in accordance with current best practice guidance. This shall include having a minimum clear width of 800mm, open beyond 90° and have a minimum of 300mm clear space to the leading edge. Where door closers are required, these shall have a maximum opening pressure of no more than 25N. Where vision panels are appropriate (i.e. where privacy is not required), they will be set between 500mm and 1500mm from the floor level.

9.2. Small Barn/Extended Sales Area

9.2.1. The internal space and circulation routes is subject to subject to further development during the detailed design process along with the operators fit out.

9.2.2. It is intended that principal circulation routes are maintained at 1800mm and secondary routes maintained at 1500mm in accordance with current best practice guidance. The main hall area is intended to be open planned.

9.2.3. Internal doors shall be provided in accordance with current best practice guidance. This shall include having a minimum clear width of 800mm, open beyond 90° and have a minimum of 300mm clear space to the leading edge. Where door closers are required, these shall have a maximum opening pressure of no more than 25N. Where vision panels are appropriate (i.e. where privacy is not required), they will be set between 500mm and 1500mm from the floor level.

10. External circulation

10.1. Garden centre building

- 10.1.1. In conjunction with the internal retail space, the main garden centre building will be provided with an external sales area to the rear. The space and circulation routes is subject to further development during the detailed design process along with the operators fit out.
- 10.1.2. It is intended that principal circulation routes are maintained at 1800mm and secondary routes maintained at 1500mm in accordance with current best practice guidance.
- 10.1.3. As with the external routes to the car park areas, all pedestrian walkways will be free from obstructions (such as street furniture, goods and stock) which may pose impact or trip hazards, drainage gratings or gully covers. Where drainage gullies are required or are unavoidable within the vicinity of pedestrian routes, these shall be formed in accordance with current best practice guidance (positioned as far as possible from the main pedestrian flow, set flush with the surrounding surface, with slots no more than 13mm wide and set at right angles to the dominant line of travel). This element is subject to further development during the detailed design process.

11. Toilet facilities

11.1. Garden centre building - customer

11.1.1. Customer male and female toilets are to be provided adjacent to the café area, along with a unisex wheelchair accessible toilet. The toilet areas are subject to further development during the detailed design process.

11.1.2. The male and female toilets are suitably designed to accommodate ambulant customers, inclusive of the provision of 1no. cubicle in the each of the male and female toilets, suitably sized and fitted in line with current best practice guidance. Likewise 1no. lower level wash hand basin will be provided in each toilet area alongside regular height facilities, and 1no. lower height urinal in the male toilet alongside the alongside regular height facilities in accordance with current best practice guidance.

11.1.3. A combined wheelchair accessible unisex toilet and baby change is to be provided in the same location. This will be an enlarged wheelchair accessible toilet of 2200mm x 2200mm in order to accommodate a baby change facility also, which will be sized, designed and fitted out in accordance with current best practice guidance.

11.2. Garden centre building - staff

11.2.1. Staff toilet and shower facilities are also provided. The toilet area is subject to subject to further development during the detailed design process.

11.2.2. 2no. single cubicles are to be provided (either designated male and female, or both unisex), which are enlarged with their own wash hand basin provisions. The individual cubicles are not proposed to be specifically adapted, due to the proximity of the wheelchair accessible toilet which is unisex and suitable for ambulant staff also (but can be adapted as necessary in the future as necessary if/when the need arises).

11.2.3. A combined staff wheelchair accessible toilet and shower will be provided adjacent to the other staff toilet facilities. It is proposed to be sized and generally set out in accordance with current best practice, 2500mm x 2500mm. The fitting out of this facility from day one will be dependant of staff needs and further design development, but in any case can be adapted as necessary if/when the need arises.

11.3. Small barn/extended sales area

11.3.1. Staff/customer toilet facilities are provided. The toilet area is subject to subject to further development during the detailed design process.

11.3.2. 2no. single cubicles are to be provided (either designated male and female, or both unisex), which are enlarged with their own wash hand basin provisions. The individual cubicles are not proposed to be specifically adapted, due to the proximity of the wheelchair accessible toilet which is also unisex and suitable for ambulant staff/visitors also.

11.3.3. A wheelchair accessible unisex toilet is to be provided in the same location. This will be 2200mm x 1700mm, and will be sized, designed and fitted out in accordance with current best practice guidance.

12. Retail fit out

12.1.1. The internal space and circulation routes within the garden centre building and mall barn/extended sales area is subject to further development during the detailed design process along with the operators fit out.

12.1.2. The retail fit out shall follow the principles of:

- Counters to be accessible to wheelchair users, both staff and customers.
- Checkouts to allow wheelchair access, with at least one checkout being 900mm wide.
- The maximum height of counters, desks, and shop checkouts should at least in part, be a maximum of 850mm to allow easy use by people in wheelchairs.
- Checkout displays to be positioned at a height suitable for wheelchair users.
- Checkout positions to be provided with induction loops.
- Minimum space between displays (beyond main circulation routes) is to be 850mm.
- Shelving and displays to be positioned appropriately to allow independent access as much as possible (665-1160mm optimum range).

13. Café fit out

13.1.1. The internal space and circulation routes within the café area is subject to subject to further development during the detailed design process along with the operators fit out.

13.1.2. The café fit out shall follow the principles of:

- Counters to be accessible to wheelchair users, both staff and customers.
- Checkouts to allow wheelchair access, with at least one checkout being 900mm wide.
- The maximum height of counters and self service facilities to be 850mm and to be a continuous surface to allow easy use by people in wheelchairs.
- Checkout displays to be positioned at a height suitable for wheelchair users.
- Checkout positions to be provided with induction loops.
- Minimum space between fixtures and fittings (beyond main circulation routes) is to be 850mm.
- Shelving and displays to be positioned appropriately to allow independent access as much as possible (665-1160mm optimum range).
- Fixed seating is to be avoided.
- A mixture of seating to be provide, some with armrests.

14. Communication and wayfinding

14.1.1. Communication and wayfinding is subject to further development alongside the fit out considerations during the detailed design process along with the operators fit out.

14.1.2. However, the following general principals will be followed.

- Logical and straightforward layout that enables people to move around the building intuitively, without the need for excessive signs.
- Good use of lighting, colour and tonal contrasting.
- Clear and appropriate signage.
- Hearing enhancement systems (where appropriate, such as, till points).
- Consideration of acoustics.

15. Signage

15.1.1. Signage is subject to subject to further development alongside the fit out and wayfinding considerations during the detailed design process along with the operators fit out.

15.1.2. However, where signage is required the following general principals will be followed.

- Simple.
- Well placed.
- Well lit.
- Clear and well contrasted print (to background).
- Use of upper and lower case lettering (no block capitals).
- Where appropriate, the use of symbol and tactile information will be considered.

16. Lighting

16.1.1. Lighting is subject to further development alongside the fit out and wayfinding considerations during the detailed design process along with the operators fit out.

16.1.2. However, the following general principals will be followed.

- Light sources will be positioned to avoid glare, reflection and strong shadows to aid sign language and lip reading.
- The use of natural lighting will be maximised.
- Lighting will avoid creating glare and reflections, pools of bright light and excessive shadowing.
- Lighting will be diffused, carefully positioned and not in the line of vision.
- Where appropriate, surfaces reflective surfaces will be avoided.

17. Means of escape

- 17.1.1. Emergency egress principals are subject to subject to further development during the detailed design process along with the operators fit out.
- 17.1.2. However, the following general principals will be followed.
- Alarm systems will take into account the needs of people with hearing impairments through flashing beacons.
 - Provision of safe, and efficient egress.
 - Provision of independent egress for all building users.
 - Development of appropriate management procedures and fire risk assessments as part of the detailed design and fit out process.