

**ACCESS
AUDIT
REPORT**
2014

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Key

*Pages to read if time limited

**Essential pages to read if very time limited

***Executive Summary**

This is a report of the findings of a review into the physical accessibility of the University of York, commissioned by the Disability and Accessibility Group¹. The accessibility issues highlighted and the solutions proposed in this report are intended to be a helpful indicator for the Disability and Accessibility Group on how and where they may focus their aim of improving accessibility across the University campus. The following points summarise the main conclusions that emerged from this research.

NEED FOR INCREASING AWARENESS

The University should make staff, students and visitors more aware of accessibility assistance already available to them. Also involve disabled staff and students in new build and refurbishment projects on campus. This would reduce the cost of retroactive fixes which are currently in excess of a £100,000 per annum.

SIGNAGE

This review found that signage around the University is outdated, and in some cases misleading, whilst room and building codes are confusing. This can be improved in the signage and Google mapping projects, which are still in their infancy.

DOORS

There is no standardised door mechanism across campus. Manual doors can be too heavy, while automatic doors are slow to open and reportedly break down on a regular basis.

LIGHTING

Respondants to the survey and focus group attendees indicated that there is a lack of lighting on campus, particularly on (throughout) areas of Heslington East, on the route between Heslington East and Heslington West and routes around the lake on Heslington West. Also, some of the lighting in place is of a poor quality, in some cases, due to old 'orange' bulbs.

¹ Information about the Disability and Accessibility Group is available at <http://www.york.ac.uk/admin/eo/Committees/DisabilityAccessibilityGroup.htm>

PATHS

Cyclist and pedestrian routes are not separated clearly enough. Some bridges are not working as effectively as they could be, whilst walkways in Heslington East could be improved with coverings. Inconsistent gritting also poses a hazard in icy conditions.

HEARING LOOPS

Current hearing loops/hearing support systems are not functioning consistently.

PARKING

Parking is a particular issue on Heslington East, whilst across campus it is unclear where people are permitted to park.

BUSES

There is much demand for a free shuttle bus between the Heslington campus and King's Manor.

BUS STOPS

Some bus stops lack seating while others pose a risk to wheelchair users due to the bus stop area sloping into the road.

Further details about the issues above can be found in this report. It should also be made clear that much of the feedback received was positive, so the University is progressing in the right direction.

An Introduction to the Access Audit Report

Purpose of the report

The purpose of this report is to ascertain from staff and students what difficulties they come across when accessing the University of York. This includes any physical difficulties with accessing the resources the University has to offer. Whilst this report does not seek to determine accessibility issues exclusively for students and staff members with disabilities, given their extensive input there will inevitably be an emphasis on this as the report unfolds.

How the report has been put together

This report presents the consolidated findings of two extensive questionnaires, four focus groups, and several one-on-one meetings on accessibility. One of the questionnaires was answered by students, the other by staff members; two of the focus groups were attended by students, and the other two by staff members. This report also includes a conclusion which summarises the main issues with accessibility on campus, as well as a proposed action plan of how these issues could be tackled to make the University of York more accessible for both its staff members and students.

This report aims to present the findings of this audit clearly whatever the time constraints of its reader. For a guide of which pages to read when time limited, please see the contents page. However, it is strongly advised that this report is read thoroughly wherever possible for a more comprehensive understanding of the issues.

It is noteworthy that many of the responses were positive and indicated that the University is perceived as progressing in the right direction to improve the accessibility of the campus for all its users.

Data collection: Questionnaire

The questionnaires were emailed to all of the University of York's staff members and students championed by the University's Registrar and Secretary and Director of Student Support Services respectively. The completion of the questionnaire was on a

voluntary basis, incentivised by the chance of winning a Kindle Fire HD as all participants would be entered into a prize draw. Consequently, the staff questionnaire was completed by 530 participants, whilst the student questionnaire was completed by 672 participants.

The results of these questionnaires have been analysed and presented in this report through pie charts, where appropriate, converting qualitative into quantitative data. Similar comments were grouped into a 'comment category' (signage, parking, pathways, doors, lighting, access to facilities, any other issues and suggestions). The sum of comments in each comment category was then converted into a percentage so that it is easy to identify which categories staff and students are most concerned about. Purple pie charts present data collected from student questionnaires, whilst the blue pie charts demonstrate data collected from staff questionnaires. This is followed by a subsequent comprehensive break down of each comment category to identify the specific concerns therein. The raw data is also presented in full in Appendix 2 for reference.

Data collection: Focus Groups

There are four focus groups analysed in this report. Two of these groups were for staff, and two were for students. The focus groups included an introduction to why the research is being conducted; a short film 'setting the scene'² and explaining why the campus was built the way that it was; a post-it note exercise; and a discussion of priorities for accessibility on campus. For the post-it note section of the focus groups, attendees were asked to write three positive points and three negative points regarding accessibility on campus on separate post-it notes. The facilitator of the focus group then identified any trends in negative comments and opened these comments up for a wider discussion. The second portion of the interactive part involved asking attendees what their priorities were for accessibility on campus.

² See the film on the History of the University's Campus development at <http://www.youtube.com/watch?v=-vx1nqc0ImU>

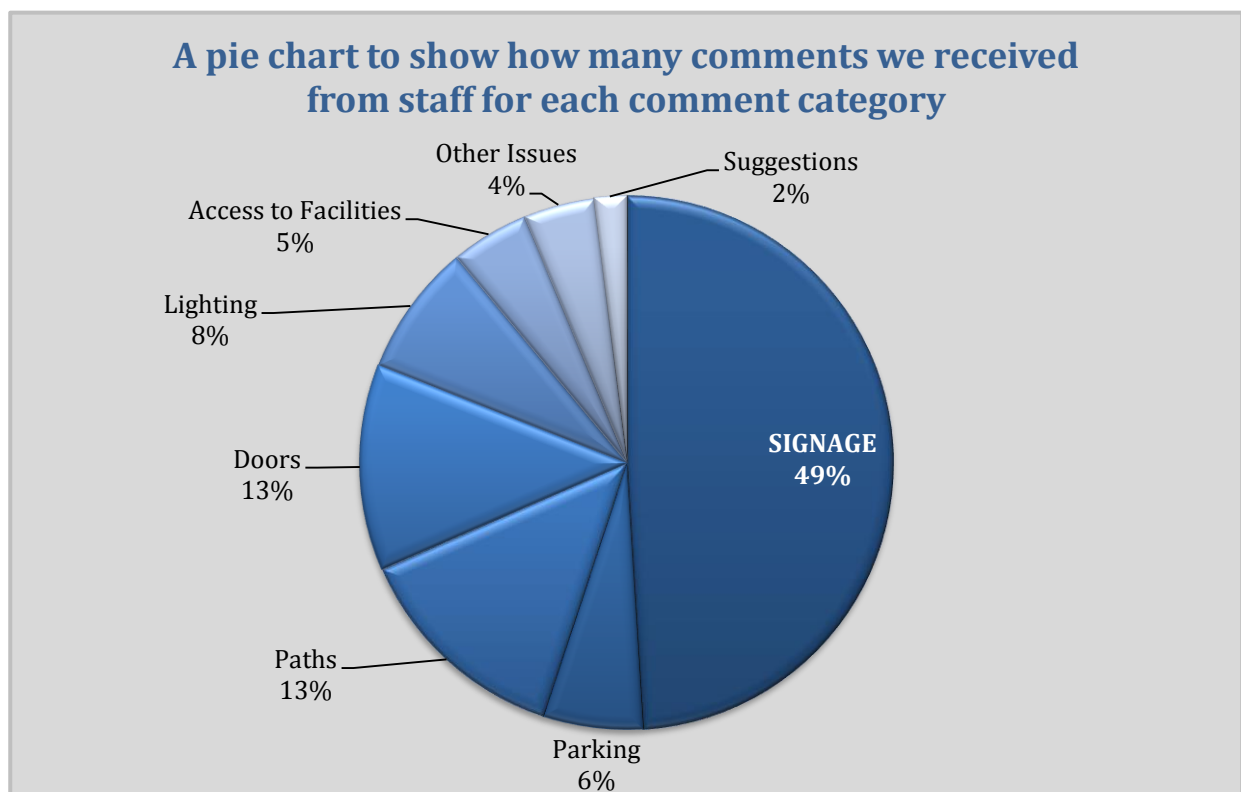
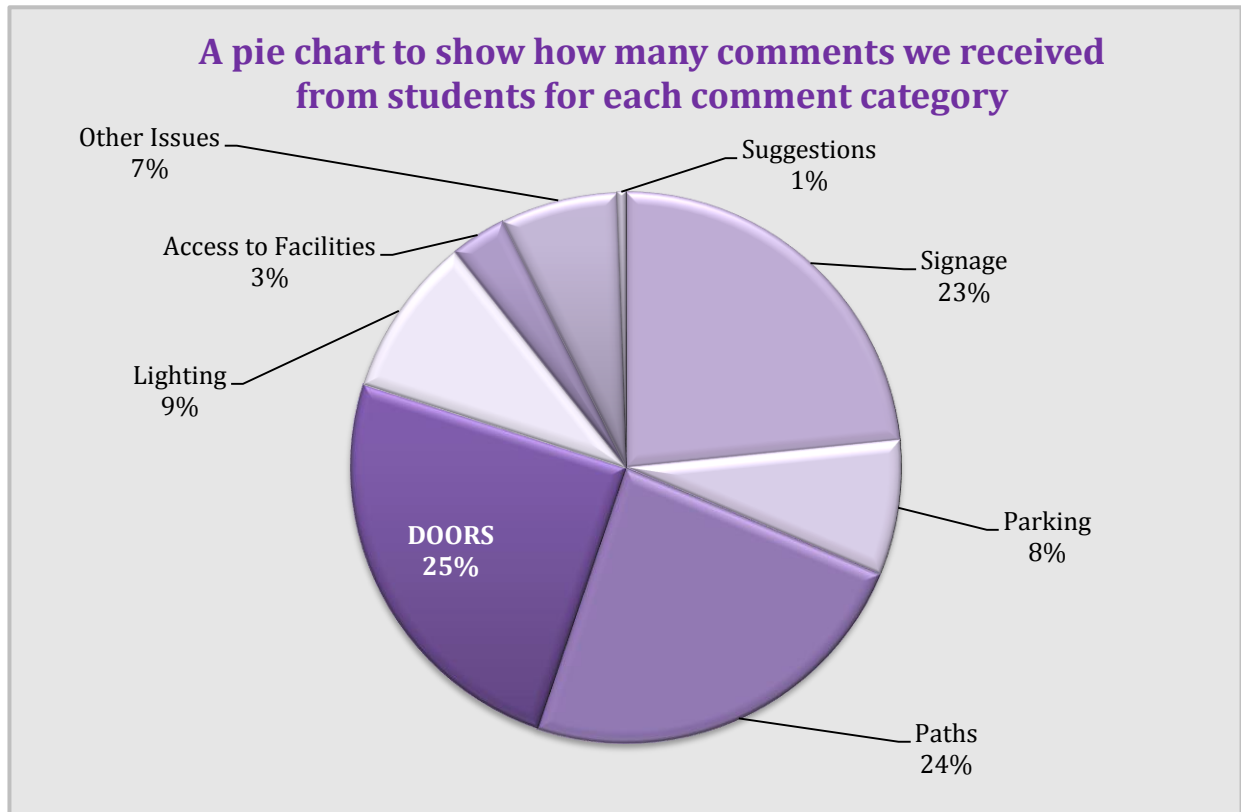
Data collection: One-on-one Meetings

All the one-on-one meetings detailed in this report were conducted after the results of the questionnaire were analysed. These meetings allowed each representative to put forward any concerns which they have encountered during their experiences; either on a personal level or when students have approached them about any particular issues.

QUESTIONNAIRE RESULTS

****Results at a Glance**

The pie charts below demonstrate the responses from the questionnaires.



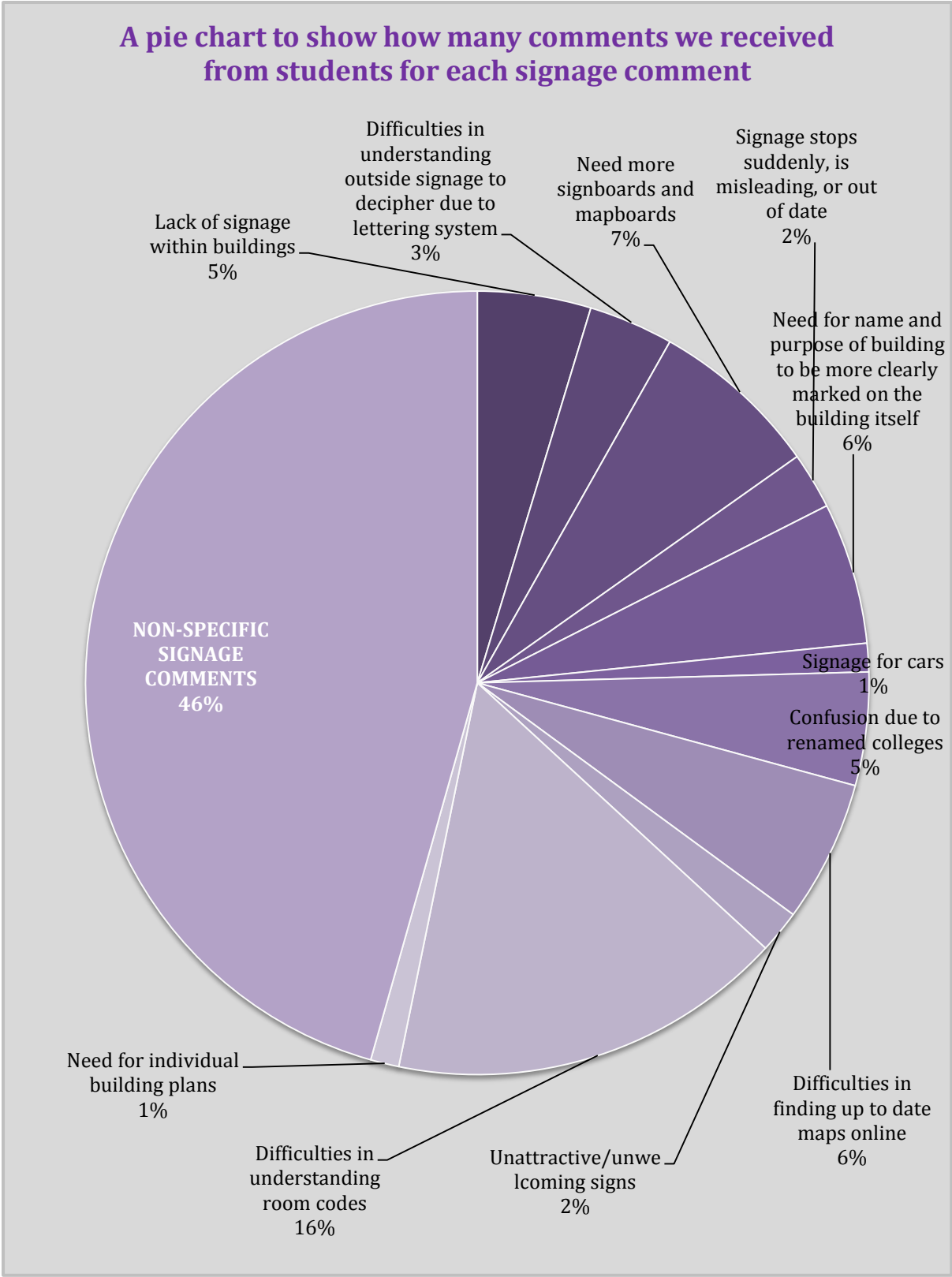
Analysis of these charts

These pie charts demonstrate a pattern of concern across the two groups. Although each group prioritises the top six comment categories in a different order, it is reasonable to identify the top six issues staff and students encounter as:

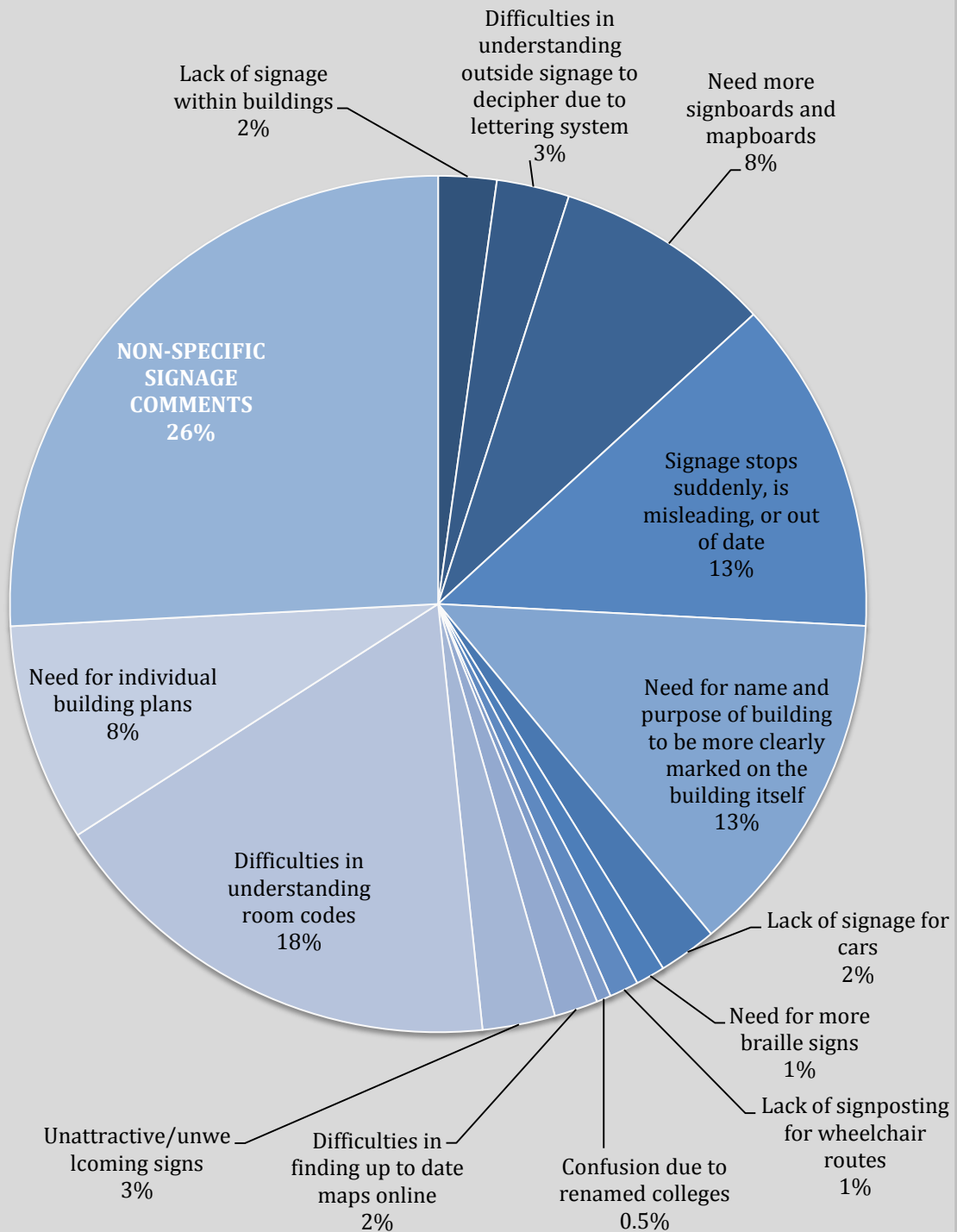
- Signage
- Doors
- Paths
- Lighting
- Parking
- Access to facilities

Having established the trend for these six categories, an analysis was undertaken of the comments in closer detail in order to identify what the key problems are with these categories.

Detailed Results on Signage Issues



A pie chart to show how many comments we received from staff for each signage comment



Analysis of these charts

Signage is one of the key comment categories which has emerged from this questionnaire. Referring back to the section 'Results at a Glance', it can be seen that signage was the category most frequently commented on by staff members with 49% of the comments mentioning signage in some way; whilst this category is the third most commented upon category for students at 23%. These pie charts demonstrate a wide variety of issues staff and students came across with regards to signage on campus. The total number of comments received about signage from staff was 227, and from students was 92.

Key concerns

The overall impression from both questionnaires with regards to signage was negative. The category named 'Non-Specific Signage Comments' on the pie charts includes vague comments such as 'poor signage on campus'. These comments constitute the mode of signage comments in the results both of the staff and student questionnaires, so it is useful to include this data to demonstrate the need for careful consideration in this category.

Having said this, there are a number of key concerns which are specified in the questionnaire responses repeatedly. These are:

- Difficulties in understanding room codes
- A need for more mapboards/'You are here' maps around campus
- A need for the name and purpose of each building to be marked more clearly on the building itself
- A need for individual building plans
- Difficulties in finding up to date maps online
- A lack of signage within buildings
- Existing signage being out of date, misleading, or stopping abruptly

Whilst concerns additional to the above were raised in the questionnaire responses and represented on these pie charts, it is reasonable to list these seven issues as the key concerns for signage on campus.

Specific areas on campus where signage is a concern

Many of the comments put forward in the responses regarding signage outlined particular areas of campus where signage can be improved so it was not appropriate to convert this into quantitative data. These results are displayed separately in the following table. The mode is highlighted in blue.

AREA WHERE SIGNAGE CAN BE IMPROVED/ADDED	HOW MANY STAFF MEMBERS RAISED THIS ISSUE	HOW MANY STUDENTS RAISED THIS ISSUE	TOTAL NO. PEOPLE WHO RAISED THIS ISSUE
Between the North Car Park and the Seebohm Rowntree Building	2	1	3
Science Park	1	0	1
In and around the Berrick Saul Building	1	0	1
To Heslington East from the A64	1	0	1
In and around James Nucleus	2	3	5
To the Science Park from Innovation Way	1	0	1
In and around King's Manor	2	0	2
Alcuin	1	1	2
To reinforce Disabled Parking notices	1	0	1
Physics Department	1	0	1
To computer study areas in the library	0	1	1

It can be seen from this table that a key area which requires more signage is the nucleus building in James College. Whilst many of the comments lacked specificity when dealing with signage, the qualitative data presented in the above table is a good starting point in highlighting where exactly on campus signage could be improved.

Disability specific concerns

Whilst the majority of questionnaires were completed by members of staff and students without disabilities, and this is reflected in the findings of this questionnaire, some disability specific concerns were raised. These concerns are presented in the pie charts of this section and include:

- A lack of signage appropriate for visually impaired people using lifts

- A need to reinforce the existing disabled parking signs to prevent taxis and delivery vans from using them
- A need for more signage around campus to help people with mobility difficulties to find the route most appropriate for their needs

***Proposed solutions**

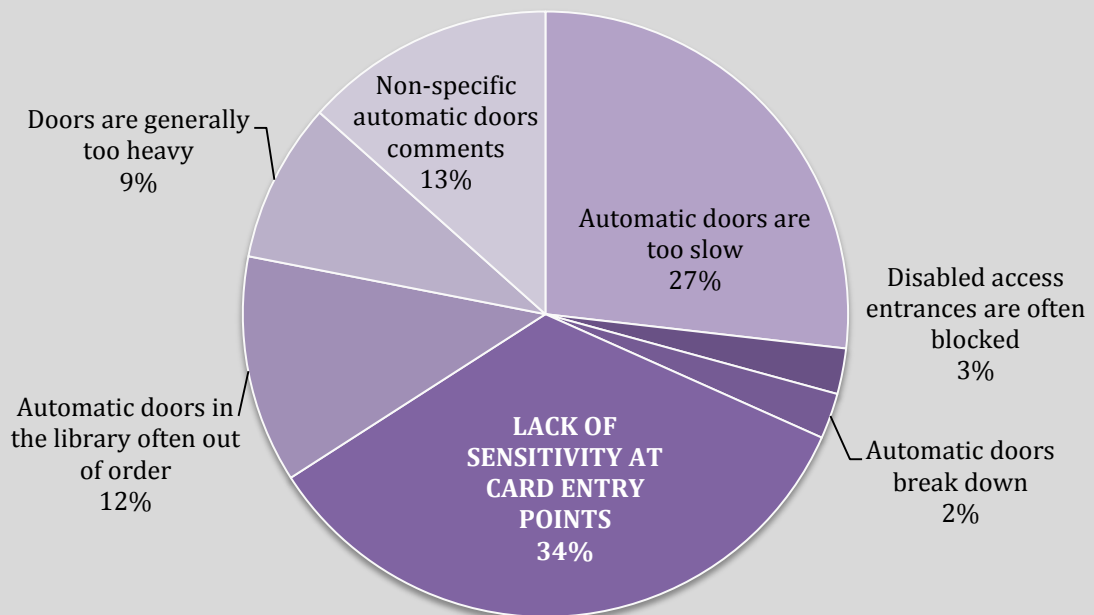
Below is a table of the key issues highlighted earlier in this section and a proposed solution for each of them. Disability specific concerns and solutions are highlighted in blue. In the knowledge that a separate signage project is about to be undertaken, it is strongly advised that these results are forwarded to that project.

KEY ISSUE	PROPOSED SOLUTION
A lack of signage appropriate for visually impaired people using lifts	Ensure that eventually in every lift on campus there is an automated voice which announces at which floor the lift has arrived and that the floor number buttons are also available in braille. A particular lift which has caused concern is the one in the library.
A need to reinforce existing disabled parking signs	Along with existing signs indicating which parking spaces are reserved for blue badge holders, introduce signage detailing the consequences of parking there without a blue badge and an assurance that these spaces are in frequent use by blue badge holders.
A need for signs indicating which routes are the best to use for individuals with mobility impairments	Go around campus and ensure that there is sufficient signage to indicate appropriate routes. Put signs in place where there is not.
Difficulties in understanding room codes	An online system on the University's website through which an individual can use the search bar to type in room codes which will consequently show a map of campus with the corresponding room clearly identified, along with written instructions of how to find the room. A clear potential project for the Google mapping project.
A need for more map boards around campus	Several 'You are here' map boards at the exit of each building and in each college to help people find accommodation blocks more easily.
A need for the name and purpose of each building to be marked more clearly on the	Ensure that as well as a building's name (eg. The Berrick Saul Building) the purpose is also

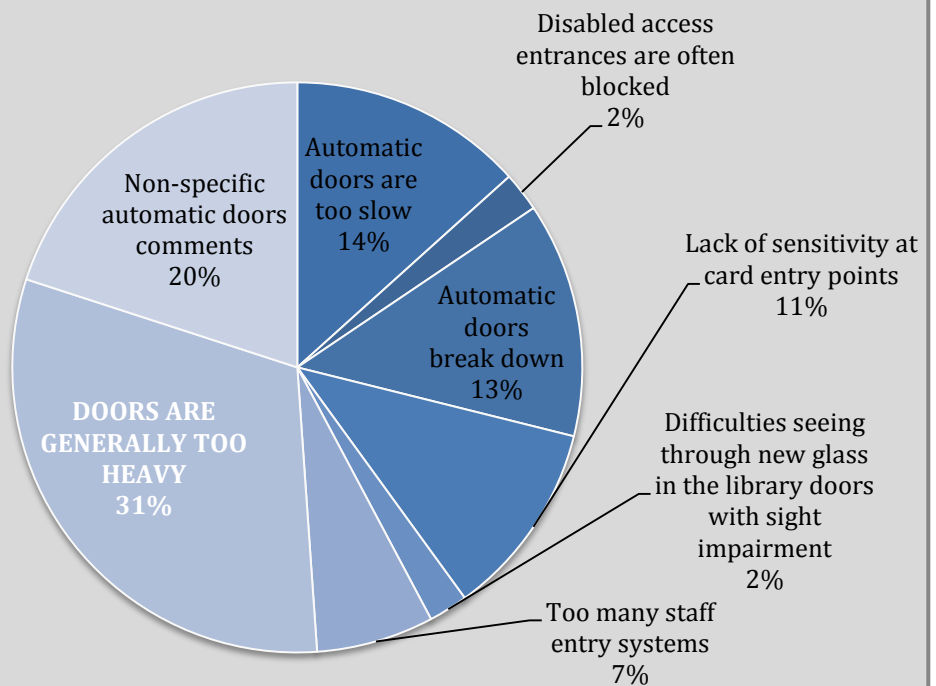
building itself	clearly marked with a plaque/sign so that people can know if they are in the right place. Also, where there are buildings with no signs on the outside of the building a plaque/sign indicating that building's purpose should be put up.
A need for individual building plans	At the entrance to each building a map board could be put in which details the floor plan of the building, including all floors within that building as well as individual rooms being marked.
Difficulty in finding up to date maps online	Put a detailed campus map on the website which has all buildings marked, and the option to click on a building for a more detailed plan of that building.
A lack of signage within buildings	Go through all teaching buildings on campus and ensure that there is adequate signage such that a stranger to the building would be able to locate rooms easily. Where this is lacking, put up signs.
Existing signage misleading/out of date/stops abruptly	Walk around the campus via as many different routes as possible. Where the way becomes unclear, put up a signpost detailing which direction to take.

Detailed Results on Doors

A pie chart to show how many comments we received from students for each door comment



A pie chart to show how many comments we received from staff for each door comment



Analysis of these charts

Feedback on doors is one of the key comment categories which has emerged from this questionnaire. Referring back to the section 'Results at a Glance', it can be seen that doors was the category most frequently commented on by students with 25% of the comments mentioning doors in some way; whilst this category is the joint second (with pathways) most commented upon category for staff members at 13%.

These pie charts demonstrate a wide variety of issues staff and students came across with regards to doors on campus. The total number of comments received about doors from staff was 58, and from students was 97.

Key concerns

As with the previous section of this report, these pie charts include a category labelled 'Non-Specific Automatic Doors Comments'. Whilst not as helpful as other categories, it was necessary for this category to be included to demonstrate the overall impression for the accessibility of doors on campus. There are, however, some more specific areas of concern which are highlighted in these results. These include:

- Automatic doors break down a lot, particularly in the library
- Doors in general are too heavy
- Automatic doors are too slow
- Too many different staff entry systems
- A lack of sensitivity at key card entry points³

A lack of sensitivity at card entry points was the key concern for students, with 34% of the comments focussing on this. I suggest that this is because many students live on campus, and all of these students will have card keys by which they can enter their accommodation which explains why this is more of an issue for students than it is for staff members. Other concerns were raised in the responses to the questionnaire, but it is reasonable to identify these five areas as the main points of concern with doors on campus.

³ This relates to the touch/swipe card mechanisms that trigger doors to unlock or open and their responsiveness to cards

Specific areas on campus where doors are a concern

This is the section of the questionnaire with the most qualitative data. These comments could not be displayed on the pie chart as the comments were too specific. Whilst it is not necessarily something to be dealt with by this audit, it is still useful to feature the results in this report to ensure that no feedback from the questionnaires is omitted. These results have instead been displayed in the following table, and the mode has been highlighted in **blue**.

AREA WHERE DOORS ARE OF A PARTICULAR CONCERN	HOW MANY STAFF MEMBERS RAISED THIS ISSUE	HOW MANY STUDENTS RAISED THIS ISSUE	TOTAL NO. PEOPLE WHO RAISED THIS ISSUE
Automatic doors too slow in the James and Vanbrugh College Nucleus buildings	6	22	28
Need for more automatic doors in the Chemistry D and E buildings	3	0	3
Doors break down in Market Square, ARRC, James College and the Information Centre	6	2	8
Automatic door press not working as it should	2	1	3
Seeböhm Rowntree and Sally Baldwin Buildings doors too heavy	5	1	6
Goodricke Nucleus and Glasshouse automatic doors often broken	0	2	2
Doors to the Environment Department hard to use	0	1	1
Doors in Kenneth Dixon accommodation, Goodricke, are too heavy	0	2	2
Broken doors in Vanbrugh C Block	0	1	1
Main entrance to Langwith, Sidney-Smith A Block accommodation automatic doors are too slow	0	1	1
Vanbrugh Barbara Scott Court D accommodation automatic doors are too slow	0	1	1
Halifax Hickleton Block D accommodation door is too heavy	0	1	1
Vanbrugh Donald Barron Court C automatic doors are faulty	0	1	1

Café Barrista doors are too heavy	0	1	1
Wentworth automatic door is faulty	0	1	1
Library Doors often out of order (12% of doors comments from students)	0	10	10

From this table it is clear that most issues with doors are not where facilities are insufficient, but rather where existing facilities could be improved or are unreliable. This does not fall under the domain of this report, but is worth considering and passing on to another department which is more able to deal with these comments.

Disability specific concerns

In addition to those issues already presented in this report with regards to doors, some disability specific concerns were also outlined by staff and students in their responses to these questionnaires. These concerns are that:

- The new glass in the library automatic doors has made it difficult for individuals with visual impairments to see if there is anyone coming through from the other side
- The entrance to 'The Stables'⁴ is inaccessible by wheelchair (mentioned by 3 members of staff)
- Wheelchair users can only exit the library by contacting reception staff

*Proposed solutions

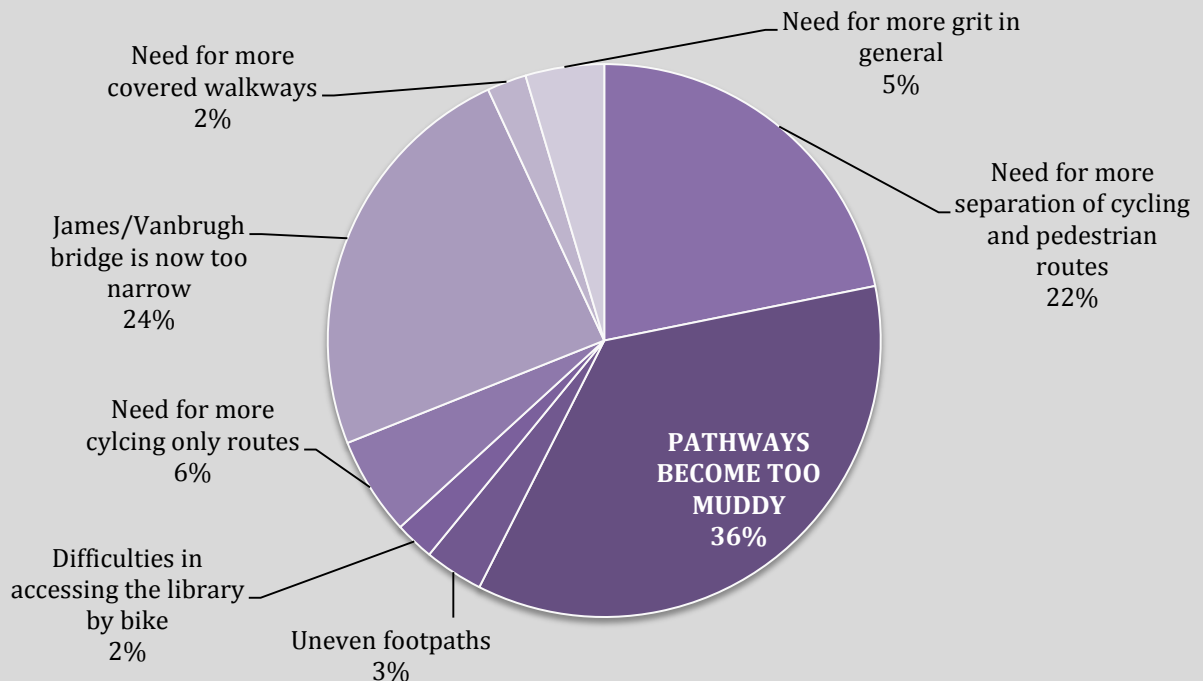
Below is a table of the key issues highlighted earlier in this section and a proposed solution for each. Disability specific concerns and solutions are highlighted in blue.

⁴ The building housing Admissions and Widening Access teams which has a cobbled path to the front and a manual door

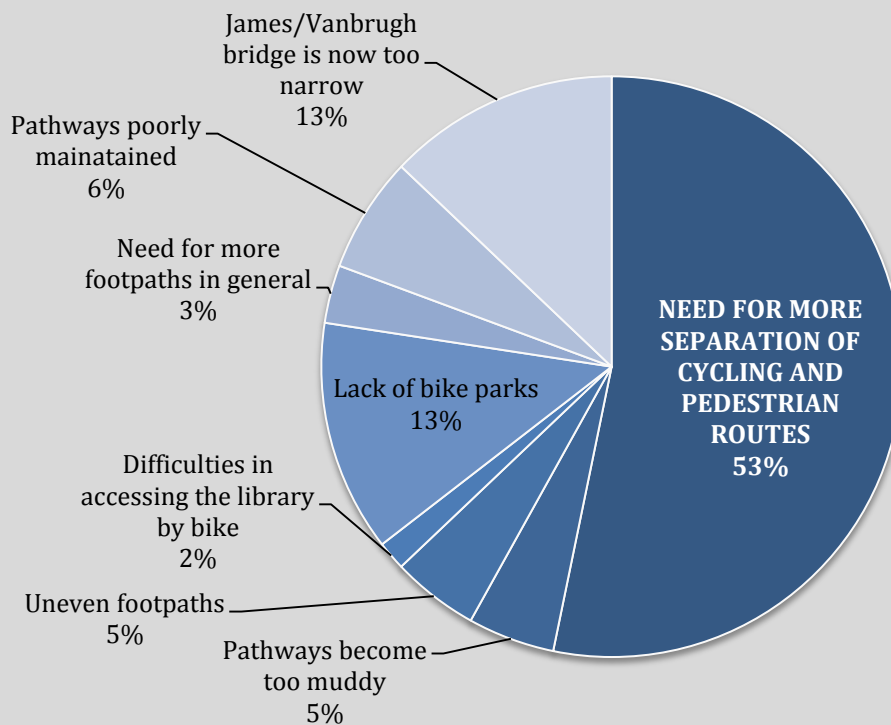
KEY ISSUE	PROPOSED SOLUTION
New glass in the automatic library doors has made it difficult for individuals with visual impairments to see if there is anyone coming through from the other side	Implement a one way system through the library main entrance. There are multiple sets of automatic doors here so limiting each set to traffic of one direction need not restrict movement in and out of the library.
The entrance to 'The Stables' is inaccessible by wheelchair	Whilst there is a back entrance to 'The Stables', it should be possible to have a sign clearly directing people to it.
No wheelchair exit point in the library without needing to seek help from reception staff	Install a wheelchair access exit gate similar to the existing entrance gate. N.B this may already be happening at the time of writing.
A lack of sensitivity at card entry points	Staff and students should be informed of who to contact on this issue as, although outwith the scope of this report, this is evidently a problem for many individuals across campus on a daily basis.
Doors in general are too heavy	Create or highlight a procedure where staff and students could identify specific problem doors (using social media, email or telephone contact). Perhaps where there is a particular issue a semi-automatic door could be installed.
Automatic doors are too slow	Identify the doors which are causing problems (see previous section) and implement a targeted programme to adjust the sensitivity of the door sensors so they open more quickly.
Automatic doors break down a lot	Identify the doors which are causing the problems and contact the appropriate member of the maintenance team. If frequency of breakdown continues raise formal complaints with the manufacturer or the governing body.
Too many entry systems	Undertake a feasibility study to partly or fully convert all entry systems to one universal system.

Detailed Results on Paths

A pie chart to show how many comments we received from students for each pathway comment



A pie chart to show how many comments we received from staff for each pathway comment



Analysis of these charts

Feedback on Paths is one of the key comment categories to have emerged from this questionnaire. Referring back to the section 'Results at a Glance', it can be seen that paths was the category second most frequently commented on by students with 24% of the comments mentioning paths in some way; whilst this category is the joint second (with doors) most commented upon category for staff members at 13%.

The following pie charts demonstrate a wide variety of issues that staff and students came across with regards to paths on campus. The total number of comments received relating to paths from staff was 62, and from students was 94.

Key concerns

This is the comment category in which the questionnaire responders provided the most detailed responses, so unlike other categories there is no data for non-specific comments. It is therefore relatively easy to grasp the key concerns about paths on campus, which are as follows:

- A need to separate cycling and pedestrian routes
- James/Vanbrugh bridge is now too narrow
- Paths become too muddy
- Lack of bike parks
- Need for more grit on existing pathways in icy conditions

It is worthy of note that only staff members raised concerns over a lack of bike parks, indicating that the lack of bike parks may be specific to staff (potentially because they cycle more or do not have access to the accommodation specific parks which are accessible by students). Furthermore, the category outlined in the student results pie chart as 'need for more cycling routes' can be grouped with 'a need for more separation of cycling and pedestrian routes', as the proposed solution is likely to be similar.

Specific areas on campus where paths are a concern

It is unsurprising that along with general comments on paths around campus, both staff and students suggested specific areas where they feel paths could be improved. As with other parts of this report, some of the comments below may not strictly fall within the purposes of this report, but are worthy of note and ensure we do not neglect any potentially valid data. Any areas which do not fall under the purposes of this audit could be passed onto more appropriate departments. The qualitative results of this questionnaire are presented in the following table, the mode is highlighted in blue.

AREA WHERE PATHS ARE OF A PARTICULAR CONCERN	HOW MANY STAFF MEMBERS RAISED THIS ISSUE	HOW MANY STUDENTS RAISED THIS ISSUE	TOTAL NO. PEOPLE WHO RAISED THIS ISSUE
Excessively muddy pathways from Wentworth alongside the lake, from the 22 Acres playing fields, and between the David Lloyds Sports Centre and Alcuin	3	31	34
Path from Wentworth to the lake is too narrow	0	5	5
James-Wentworth bridge dangerous in icy conditions	0	2	2

The table above shows that muddy pathways is a key issue; particularly between the David Lloyds Sports Centre, from the 22 Acres playing fields, and from Wentworth alongside the lake. It seems that there is not a lack of paths on campus, but rather the concerns are to do with the usability of existing paths.

Disability specific concerns

This is the only section of the questionnaire which has not presented any results outlining precise disability specific concerns. However, it is reasonable to suggest that many of the issues outlined by staff members and students without disabilities will have a more significant impact on disabled staff and students. If these issues are

addressed, the accessibility of pathways for disabled staff members and students will inevitably be improved.

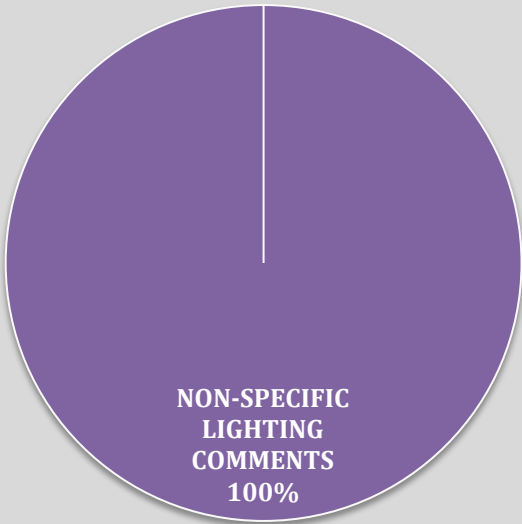
***Proposed solutions**

Below is a table of the key issues highlighted earlier in this section and a proposed solution for each of them.

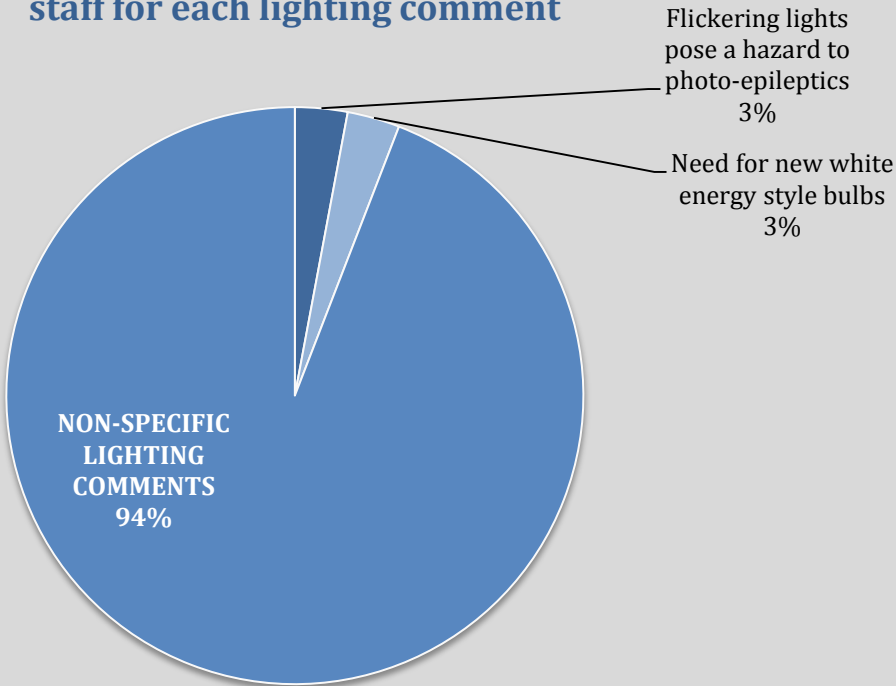
KEY ISSUE	PROPOSED SOLUTION
More separation of cycling/pedestrian routes	Clearly identify which routes are for which user via signage or white lines.
James/Vanbrugh bridge now too narrow	This bridge will probably be replaced as part of the redevelopment of Heslington West. In the interim suggest it should only be used by pedestrians.
Paths become too muddy	Implement a process or system enabling staff and students to identify which paths in particular are causing a problem (see previous table) and resurface.
Lack of staff and visitor bike parks	Put up more cycle hoops outside buildings, especially Heslington Hall.
Need for more grit in icy conditions	Regularly grit thoroughfares in bad weather.

Detailed Results on Lighting Issues

A pie chart to show how many comments we received from students for each lighting comment



A pie chart to show how many comments we received from staff for each lighting comment



Analysis of these charts

Lighting is one of the key comment categories which emerged from this questionnaire. Referring back to the section 'Results at a Glance', it can be seen that signage was the category fourth most frequently commented on by students with 9% of the comments mentioning lighting in some way; whilst this category is also fourth most commented upon category for staff members at 8%. The total number of comments received about lighting from staff was 39, and from students was 37.

These pie charts are limited in utility because the vast majority of comments on lighting were non-specific; eg. 'poor lighting'. However, we have presented these results in pie charts so they can be compared with other comment categories. It is also worth remembering that the pie charts only refer to those data with which it was appropriate to transfer the comments into quantitative data. As with all other categories, there will be more extensive presentation of qualitative data as this section proceeds.

Key concerns

From these results, it is not appropriate to consolidate a list of key concerns as it has been with the other comment categories. However, one thing that can be gained from these results is that in general, responses have indicated that a lighting review of campus may be necessary. It is reasonable to assume that the non-specific lighting comments refer to outside lighting of campus at night, as shown in the following 'Specific area of campus' portion of this analysis.

Specific areas on campus where lighting is a concern

As mentioned above, many comments within this category referred to specific areas on campus where lighting could be improved. This is presented in the following table, the mode is highlighted in blue.

AREA WHERE LIGHTING IS OF A PARTICULAR CONCERN	HOW MANY STAFF MEMBERS RAISED THIS ISSUE	HOW MANY STUDENTS RAISED THIS ISSUE	TOTAL NO. PEOPLE WHO RAISED THIS ISSUE
Limited lighting in the Information Centre	1	0	1
The Stables car park	2	0	2
From Physics Astrocampus to Heslington West Sports Centre	1	1	2
James/Vanbrugh bridge	0	2	2
Next to careers	0	1	1
Around Fairfax House	0	1	1
In Goodricke	0	1	1
5 main areas of concern: The Walmgate Stray; Derwent; Vanbrugh to Wentworth; Heslington Hall and the Lake and Alcuin.	32	31	63

It seemed appropriate to group the five most frequently recurring comments into one category, because they were fairly evenly weighted and it seems clear from the questionnaires that these are the areas to prioritise. Whilst these results are not specific to addressing access issues encountered by disabled members of the University community, these results are included as lighting is evidently an issue for many of the respondents.

Disability specific concerns

Only one disability specific concern was raised in the questionnaire responses for this question, and that is that flickering lights have caused issues for one photo-epileptic member of staff. Although this has only been raised in one comment of the many we received on lighting on campus, the comment in question is noteworthy due to the severity of the issue. The response describes a specific incident first hand in which an individual who suffers from photo-epilepsy suffered a seizure, which this individual believes was brought about by flickering lights within an unspecified building.

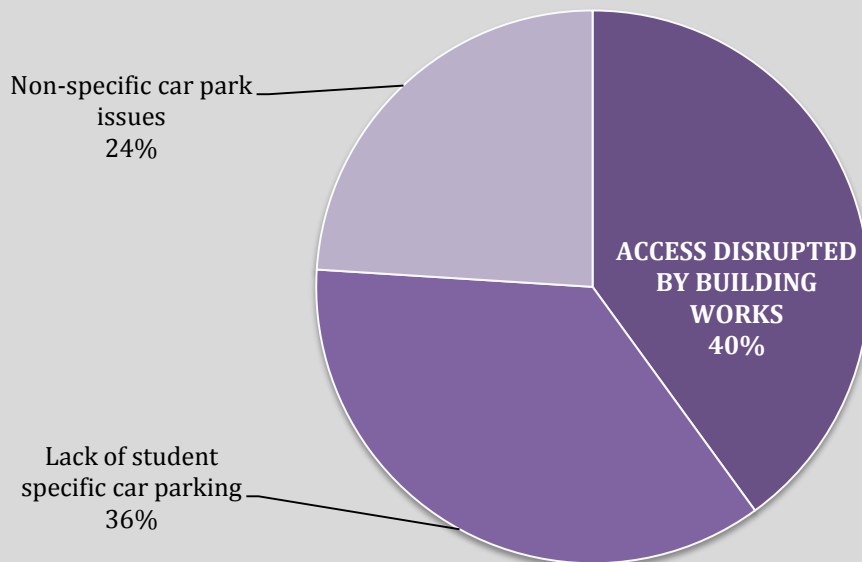
*Proposed solutions

Below is a table of the key issues highlighted earlier in this section and a proposed solution for each. Disability specific concerns and solutions are highlighted in blue.

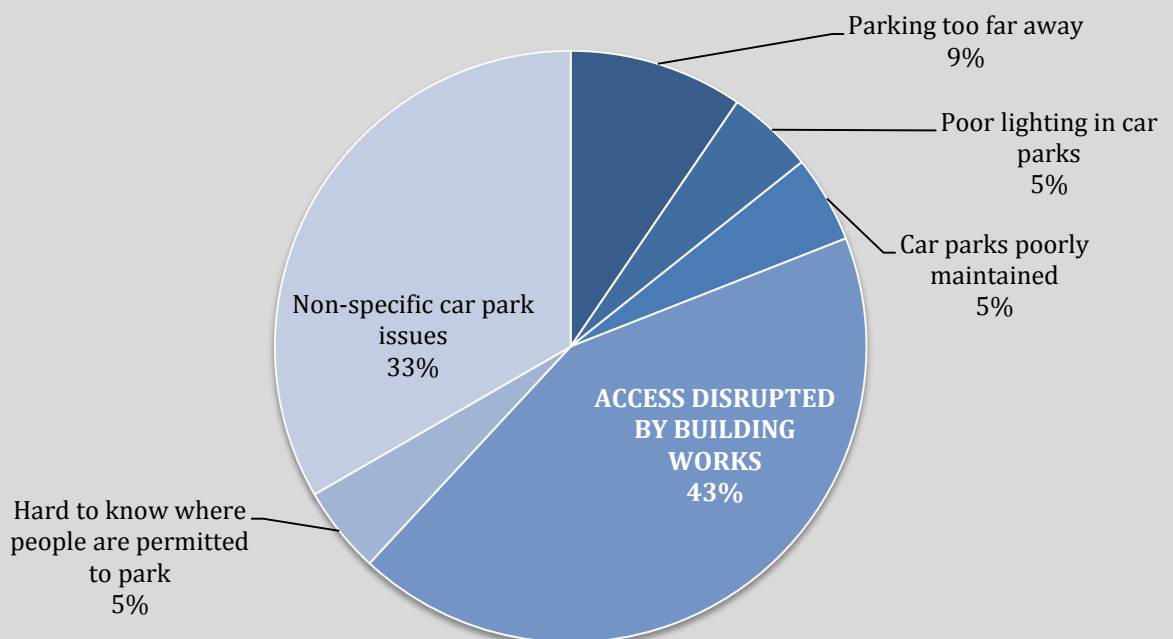
KEY ISSUE	PROPOSED SOLUTION
Flickering lighting causing photo-epileptic seizure	Due to the severity of this issue, the relevant area of the University should contact the individual who suffered a seizure directly to acquire more information and better understand how to solve this issue.
Lack of lighting on campus	An in-depth review of the outdoor lighting on campus, identifying where lights are lacking and rectifying this. Alternatively, focussing on a few key thoroughfares (see the 'Specific Areas' section of this analysis for guidance) on campus and improving the lighting on these main pathways given that it is likely to not be financially viable to light all paths on campus.
Quality of lighting	Wherever possible, replace the old orange coloured lights with energy efficient white bulbs which will increase the quality of lighting around campus as well as reducing the University's carbon footprint.

Detailed Results on Parking

A pie chart to show how many comments we received from students for each parking comment



A pie chart to show how many comments we received from staff for each parking comment



Analysis of these charts

Parking is one of the key comment categories which emerged from this questionnaire. Referring back to the section 'Results at a Glance', it can be seen that general access makes up only the category fifth most frequently commented on by students with 8% of the comments mentioning doors in some way; whilst this category is the fourth most commented upon category for staff members at 6%.

These pie charts demonstrate a variety of issues staff and students came across with regards to parking on campus. The total number of comments received about parking from staff was 28, and from students was 31.

Key concerns

The results of this comment category outline a few key concerns which staff and students encounter on a daily basis. These are:

- Access being disrupted by building works
- Car parks perceived to be poorly maintained
- Poor lighting in car parks
- Hard to know where people are permitted to park
- Parking is too far away
- A lack of student specific parking

These issues vary in their severity. Whilst inconvenient, the disruption caused by building works is only temporary and so is not a priority for this audit per se but is worth noting by relevant departments in communicating what can become barriers to students and staff moving with ease around campus. Also, the poor lighting in car parks has been dealt with already in the 'Detailed Results on Lighting Issues' presented earlier in this report.

The other comments are more long term, but as with the analysis of other comment categories, may not fall specifically into the purposes of this audit. However, as with the other categories, their inclusion is necessary to pass on the information to the

relevant departments and to show full disclosure with the findings of this questionnaire.

Specific areas on campus where parking could be improved

Many comments in this category dealt with specific areas on campus, and as such it is necessary to display these comments in the table below in their original qualitative format, the mode is highlighted in blue.

AREA WHERE PARKING IS OF A PARTICULAR CONCERN	HOW MANY STAFF MEMBERS RAISED THIS ISSUE	HOW MANY STUDENTS RAISED THIS ISSUE	TOTAL NO. PEOPLE WHO RAISED THIS ISSUE
Lack of parking at Helix House	2	0	2
Lack of parking at King's Manor	1	0	1
Lack of shelter when walking from car parks on Heslington East	1	0	1
Lack of evening parking on Heslington East	1	0	1
Difficult car access to the library	0	4	4
Lack of car parking at the Sports Village	0	1	1

Disability specific concerns

There are some disability specific concerns which have been identified in the responses to the questionnaire with regards to parking. These are:

- Disabled parking needed closer to Grimston House
- Disabled parking needed closer to Vanbrugh

The comment 'hard to know where people are permitted to park' is also relevant in this section, but has been dealt with in the above 'Key Concerns' section.

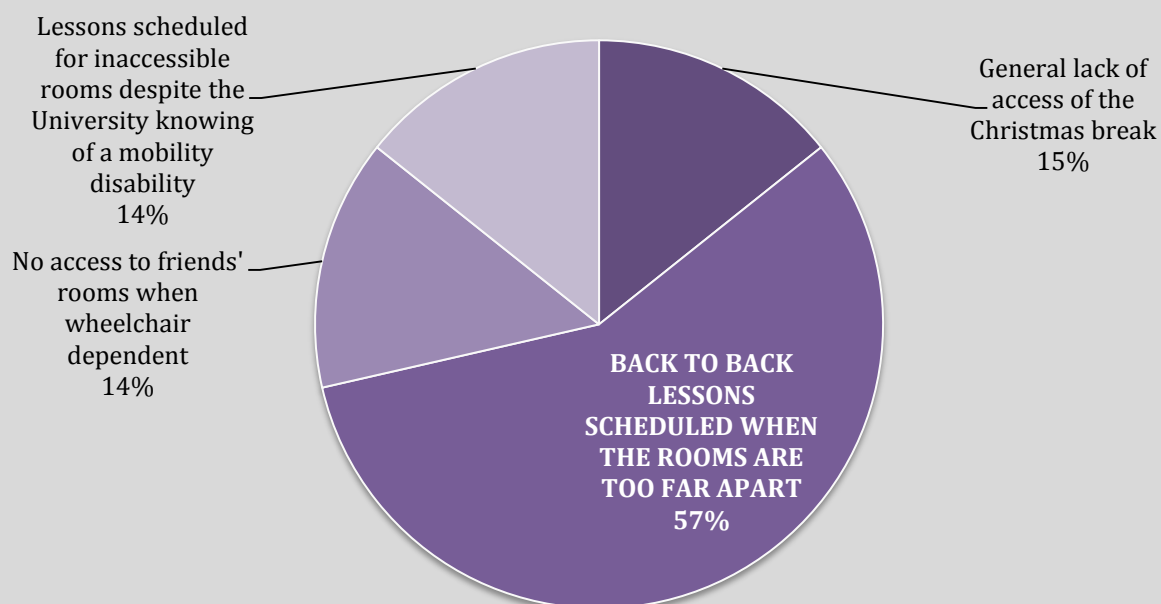
*Proposed solutions

Below is a table of the key issues highlighted earlier in this section and a proposed solution for each. Disability specific concerns and solutions are highlighted in blue.

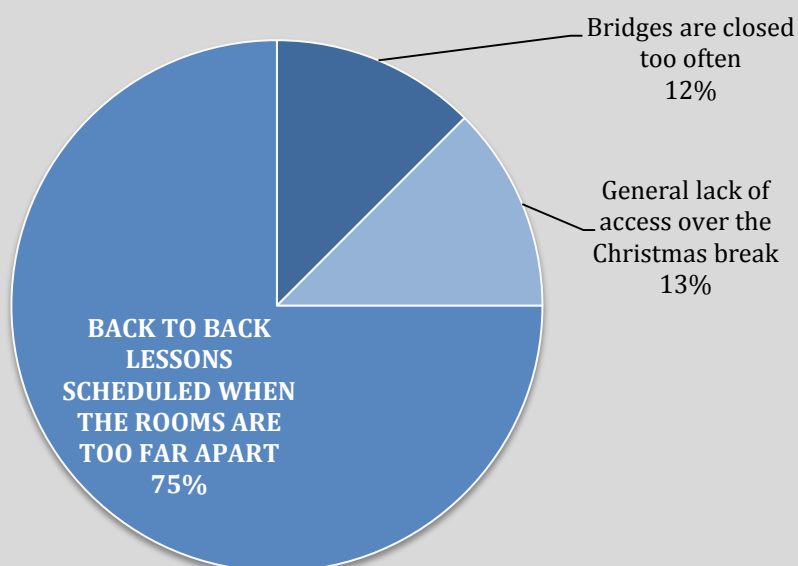
KEY ISSUE	PROPOSED SOLUTION
Hard to know where people are permitted to park	Reinforce this with more signs, but also upload a parking specific map of campus which details who can park in which car park.
Disabled parking needed closer to Grimston House	Make people more aware of the parking already available near Grimston House.
Disabled parking needed closer to Vanbrugh	Make people more aware of the parking already available near Vanbrugh.
Lack of student specific parking	Make it clear to students that cars should not be brought on to campus, but where this is necessary for their course arrangements can be made.

Detailed Results on Issues with Accessing Facilities

A pie chart to show how many comments we received from students for each general access comment



A pie chart to show how many comments we received from staff for each general access complaint



Analysis of these charts

General access is one of the key comment categories and includes all miscellaneous access issues which students and staff have come across. Referring back to the section 'Results at a Glance', it can be seen that general access only comprised 7% of student comments and 4% of staff comments. However, it is worth taking note of these issues as they affect people's daily usage of the University's facilities and appear to have some simple solutions. The total number of comments received about parking from staff was 22, and from students was 13.

Key concerns

Due to the indefinite nature of this comment category, each point addressed on the pie chart should be deemed a key issue of this category. These are as follows:

- Seminars scheduled for inaccessible rooms
- Back to back seminars scheduled when the rooms are too far apart
- Bridges often closed
- General lack of access over the Christmas break

These do not strictly fall under the purposes of this audit, but the data collected through this questionnaire should be passed on. This report will proceed to deal with three of the above points in the subsequent 'Proposed Solutions' section of this analysis; but the concern 'bridges often closed' is likely a necessity and a temporary problem only, so there is little point in proposing a solution. Furthermore, a lack of access over Christmas is a security issue which cannot be covered in this audit.

Specific areas of campus where access to facilities is a concern

Due to the variety of comments within this category, it is necessary to present more specific comments in the following table. The mode is highlighted in blue.

AREA WHERE ACCESS TO FACILITIES IS OF A PARTICULAR CONCERN	HOW MANY STAFF MEMBERS RAISED THIS ISSUE	HOW MANY STUDENTS RAISED THIS ISSUE	TOTAL NO. PEOPLE WHO RAISED THIS ISSUE
Entrance to Grimston House is too complicated	1	0	1
Alcuin out of hours reception needed	1	0	1
Toilet needed in Market Square	0	1	1

Whilst it is understandable that there may be some need for a toilet in Market Square, the proximity of Market Square to buildings which house this facility suggest that signage may resolve this matter. Also, the comment about needing an Alcuin out of hours reception is outwith the purposes of this audit.

Disability specific concerns

This is the category of the questionnaire in the most disability specific concerns were raised. These issues are:

- Wheelchair users unable to access friends' rooms in accommodation
- Grimston House lift often breaks down
- Difficult access to the top row of Market Square
- Lift in the Harry Fairhurst building often breaks down
- Steps up to the library from the road are too steep
- General disabled access to Heslington Hall is poor
- Difficult disabled access in Vanbrugh in the evenings and weekends causes a problem for wheelchair users who attend evening classes
- Derwent J Block has no disabled lift
- Derwent P Block has a lack of disabled access

Some of these issues are easily solved, whilst others are more complex. However, detailed proposed solutions are in the following section.

*Proposed solutions

Below is a table of the key issues highlighted earlier in this section and a proposed solution for each. Disability specific concerns and solutions are highlighted in blue.

KEY ISSUE	PROPOSED SOLUTION
Seminars scheduled for inaccessible rooms	Timetabling should include consideration for access issues when booking rooms for seminars.
Wheelchair users unable to access friends' rooms in accommodation	Solutions to this difficulty in existing accommodation blocks, may not be easy to arrive at but the principle should be a given in new build accommodation.
Grimston House lift often breaks down	Make sure people know who to report a maintenance fault to and consider whether lift replacement can be prioritised in any upgrading plans across campus.
Difficult access to Market Square top row	Signage to indicate the accessible route to shops and services.
Lift in the Harry Fairhurst often breaks down	Make sure people know who to report a maintenance fault to and consider whether lift replacement can be prioritised in any upgrading plans across campus.
Steps to the library from the road are too steep	Signage to indicate the accessible route placed at the bottom of the steps to direct people to the lift.
Difficult to access lift in Vanbrugh after hours	Create a system by which the rest of the College can be locked but lifts left accessible in order to meet legal obligations.
Derwent J Block has no lift	Make sure staff aware of both legal obligations and possible alternative arrangements for students so that parallel service and access provision achieved.
Derwent P Block has no lift	Make sure staff aware of both legal obligations and possible alternative arrangements for students so that parallel service and access provision achieved.
Entrance to Grimston House too complicated	Put in place clear signage to the main entrance for people approaching the building from campus. Also, put in place a building plan in the main foyer so that people do not become confused when inside the building.
Back to back seminars/lectures scheduled when the rooms are too far apart	Ensure both timetabling mechanism meets University's 'anticipatory duty' and ensure that the guideline that seminars should end

	5 minutes early and start 5 minutes after the start time is advertised and implemented.
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****Summary of Results**

To summarise these results, this report outlines the most important issues which have come to light as a result of these questionnaires and offers suggestions on how these issues could be overcome. As per earlier sections, each 'Detailed Results' section provides a 'Proposed Solution' section. Each of these previous solutions should be considered whether restated on the table below or not. The purpose of the following table is to consolidate issues which have proved a frequent concern for both students and staff members, as well as issues which can be easily fixed, from all comment categories so that these concerns can be prioritised. The following table has been completed in the knowledge that there are separate 'Review of Campus Signage' and 'Google Mapping' projects currently taking place with the assumption that these projects will be passed useful feedback from this audit.

KEY ISSUE	PROPOSED SOLUTION
All signage issues	Forward the relevant information to the 'Review of Campus Signage' project so that this information can be acted upon. Most signage comments collected from the responses to these questionnaires are not directly relevant to the scope of this audit but present a clear issue articulated by staff and students.
New glass in the automatic library doors has made it difficult for individuals with visual impairments to see if there is anyone coming through from the other side	Enforce a one way system through the library main entrance. There are multiple sets of automatic doors here so limiting each set to traffic of one direction will not restrict movement in and out of the library.
The main entrance to The Stables is inaccessible by wheelchair	A rear entrance to The Stables exists but English Heritage guidance suggests 'one route for all'. In the meantime it is essential to have a sign clearly directing people to it.
No wheelchair exit point in the library	Install a wheelchair access exit gate similar to the existing entrance gate.
Automatic doors are too slow	Once doors are identified (see p.13-14 and the Action Plan in Appendix 1) implement a rolling plan of works to adjust the sensitivity of the door sensors so they open more optimally.
Automatic doors break down a lot	Identify the doors which are causing the problems (see p.13-14 and the Action Plan in Appendix 1) and contact the appropriate maintenance team and/or provider of doors.
More separation of cycling/pedestrian	Clearly identify (via signage or road

routes	markings) which routes are for which user, and make more direct cycling specific routes so cyclists do not feel they have no choice but to cycle on walkways.
James/Vanbrugh bridge now too narrow	This bridge will probably be replaced in the redevelopment of Heslington West. In the interim, it has been suggested that it is only used by pedestrians.
Lack of staff and visitor bike parks (esp. Heslington Hall)	Install more secure cycle facilities outside buildings or signpost to existing facilities.
Lack of lighting on campus	An in-depth review of the outdoor lighting on campus, identifying where lights are lacking and rectifying this by putting lights in place. Alternatively, highlighting a few key thoroughfares (see page 26 and the Action Plan in Appendix 1) on campus and improving the lighting on these main pathways if it is not financially viable to light all paths on campus.
Hard to know where people are permitted to park	Reinforce this with signage alongside uploading a parking specific map of campus which details who can park in which car park.
Disabled parking needed closer to Grimston House and Vanbrugh	Raise awareness of the parking already available near Grimston House and Vanbrugh College.
Entrance to Grimston House too complicated	Review and install clear signage to the main entrance for people approaching the building from campus. Also, put in place a building plan in the main foyer so that people do not become confused when inside the building.
Back to back lectures/seminars scheduled when the rooms are too far apart	Inform timetabling team requesting that this should be factored in to meet the University's anticipatory duty under the Equality Act 2010. Ensure that the guideline that seminars should end 5 minutes early and start 5 minutes after the start time advertised widely is enacted/enforced.
Seminars scheduled for inaccessible rooms	Ensure timetabling considers access issues when booking rooms for classes so as to meet the University's duty under the Equality Act 2010.
Lack of lifts	Enable staff to make alternative arrangements for students who cannot access a physical space so that these students can still access the same service.

FOCUS GROUP RESULTS

Staff Focus Groups

Background Information

The staff focus groups were attended by a total of 26 staff members. Both sessions were facilitated by Peter Quinn, Director of Student Support Services, assisted by Kathryn Burke, Student Intern, and Linda Brosnan, Equality and Diversity Officer.

Post-it Note Exercise Results

As outlined in the introductory section of this report, attendees were asked to write down three positives and three negatives of accessibility on campus. Some participants, however, chose to complete more than three post-it notes for each section. The following 'Key Concerns' and 'Disability Specific' sections are the outcome of this exercise.

Key concerns

From this table, it can be seen that there are a variety of different issues. Here are the key concerns identified by this exercise:

- Signage
- Pedestrian, vehicular and cycling traffic converging at entrance to car parks and routes across campus
- Poor lighting
- Doors
- Bus stop under the Library Bridge is exposed and uneven
- Need for covered walkways between building on the Heslington East Cluster
- Uneven paths around campus
- Buses to and from Heslington East are less frequent over the holidays

Whilst this list omits some issues which were only mentioned once, it is important to identify these as key issues from the post-it note exercise as this report will progress to outline what the groups thought should be prioritised and some of the issues are repeated; demonstrating the significance of their concerns.

Disability specific concerns

Along with outlining a pleasing number of the University's strengths when it comes to disabled access, some concerns did emerge in the findings of these focus groups.

These are:

- Lack of clarity about accessible routes on campus
- Double door entrances to support facilities are perceived as difficult for wheelchair users to operate
- Hearing loops not functioning
- Library accessibility
- Microphones for hearing loops located too close to projector fans which cause noise disruption
- Lack of parking for those who do not classify themselves as disabled, but have difficulties with walking long distance
- Heslington Hall has difficult access for wheelchair users

These are issues which will be addressed in the following 'proposed solution' part of this analysis. However, with regards to the issue of a lack of parking for those who do not classify themselves as disabled but have difficulties with walking long distances, there is little which can be done. Although there are no solutions this report can propose for this specific concern, issues have been included in order to present the results of this research as accurately as possible.

Results from the priorities discussion

Having completed the post-it note exercise, attendees were then asked to discuss their priorities for accessibility on campus. These priorities were outlined as:

- Signage
- Car parking
- Lighting
- Doors
- Hearing Loops

- Library
- Bus stop under the Library Bridge
- Need for covered walkways on Heslington East
- System for reporting repairs on campus

Having outlined these areas for priority, it is now necessary to explain the specific priorities of each category further.

Priority: Signage

Concerns were raised that signage is a particular problem on Heslington West, with visitors frequently getting lost. Furthermore, it was mentioned that there are too many entry points to buildings so it is easy to get disorientated.

Members of the groups also requested that accessible and cycle routes on campus be clearly defined as a priority.

Priority: Car parking

The group identified lighting in car parks as a key issue, as well as the entry and exit points being a cause for concerns as there are often conflicts between cars, cyclists and pedestrians.

There were a number of issues raised about car parking on Heslington East. These included the distance from car parks to buildings on the cluster, which is manageable for the majority of staff and visitors but not for those with mobility impairments who are, however, not eligible to be a 'blue badge' holder. In addition there is significant and widespread confusion and dissatisfaction about how the barrier systems operate and location of disabled parking spaces on this part of campus which should be addressed as a priority.

Priority: Lighting

There was an overall impression that lighting on campus should be improved at night. It was also suggested that the upgrading of lights from old style orange lights to new

low energy white lights could help the situation in time, but at the moment having a mix of these lights was unpopular.

Priority: Doors

This was the category which involved the most intricacies. There was a general concern that there are many types of automatic doors in place across campus, so it is difficult to anticipate whether individual doors will swing towards the person approaching or not. This problem becomes compounded for wheelchair users as they are not as able to move out of the way. Attendees also voiced concerns that doors failed to operate in windy conditions, did not allow enough time for mobility impaired individuals to pass through without the doors closing on them, and that some doors are often opening and closing as the sensors reach too far. It was also mentioned that manual doors on campus are sometimes too heavy.

Another issue highlighted was that access to lifts in Wentworth and Vanbrugh Colleges are through heavy manual doors that are not automatic.

Priority: Bus stop under the Library Bridge

The bus stop under the library bridge is a problem particularly for wheelchair users. It was also mentioned that this particular part of the road, along with the piece of road outside Heslington Hall, is particularly dangerous for pedestrians to cross. It was made clear during the focus groups that whilst the University sees this as a priority, the University is limited in its influence because this is an issue influenced by the City Council. Nevertheless, this is an issue that needs addressing.

Priority: A need for covered walkways on Heslington East

The film screened at the start of the focus groups spoke of how the Heslington East campus was designed to continue the same principles of Heslington West's initial design. However, the groups identified that although this may have been the case, it has not been done successfully until Heslington East also has covered walkways. There is much demand for covered walkways on Heslington East, as walks from the staff car parks are already long so on wet and windy days there is no shelter from the elements

meaning that staff arrive at work looking unprofessional, visitors have a poor experience and are dissuaded from returning and students are impacted ahead of lectures and other academic activity. It was also perceived that the lack of shelter is problematic in the summer as there is no shade on this walk from wind, rain or hot sun.

Priority: Hearing loops

Some members of the group required a room on Heslington West with a hearing loop for a training session. A booking was made through Planon but the organiser was then informed that additional equipment would be needed for the session, for example, a temporary loop. As a consequence the organiser had to lengthen the room booking to allow for the temporary loop to be installed and ask the member of staff with the hearing impairment to sit at the front of the room. The member of staff felt uncomfortable that their participation in the training session had caused extra work and unnecessarily drew attention to their disability, introducing an additional barrier to their participation.

Another concern was the infra-red hearing support system on Heslington East. To use this system people with hearing impairment need to wear a personal loop around their neck. Feedback received from students, staff members and visitors is that the system doesn't function effectively and they are embarrassed by the personal loops and feel disadvantaged.

Priority: Library

There were a number of access related issues raised by most participants about the route between the Library and the lake via Market Square. These included; the gradients on the accessible routes in this area are too steep for wheelchair users, the pathways are uneven and dangerous for people with mobility impairments, the area becomes very busy and crowded and there should be more grab rails installed. In addition the surface from Registry Services down to the lake at Vanbrugh is very slippery when wet.

Another concern was the accessible route from the North part of campus to the Library main entrance. It was felt this is too long and exposed in bad weather. It was suggested that the entrance at the back of the Harry Fairhurst Building is closer and would be more accessible for staff and students on this part of campus.

System for reporting repairs on campus

A member of the group suggested that there should be a system to report repairs on campus, for example, via Twitter, email and/or phone. This system could also be used to improve access and notify staff and students about changes to routes and/or problems on campus especially during the forthcoming campus redevelopment.

*Proposed solutions

Having looked at the positive and negative comments from the post-it activity and having established a set of priorities, here follows a list of these concerns and proposed solutions to them. This table includes the concerns from the post-it exercise, the priorities, and disability specific concerns. Whilst not all comments are included in the following table, many of these omitted concerns have been addressed previously in the questionnaire portion of this report. Disability specific concerns and solutions are highlighted in blue.

ISSUE RAISED	PROPOSED SOLUTION
Lack of clarity about accessible routes on campus	This has been mentioned in the questionnaire part of the report, and again this is information that should be forwarded to the signage project so that this can be accounted for.
Access to lifts in Wentworth and Vanbrugh Colleges	Automate manual doors near these lifts.
Accessible route from the Library to Market Square	Review the gradients and grab rails on this route. Repair uneven surfaces.
Accessible route from the North part of campus to the Library	Review this route and investigate access through the rear entrance of the Harry Fairhurst Building.
Double door entrances to support services difficult for wheelchair users to operate; particularly in Careers.	Put push button automatic doors in place. Alternatively, put a system in place by which when one door opens it remains open so that the individual only needs to operate one door at a time

	instead of having to struggle with both simultaneously.
Lack of hearing loops in the Physics Department	There is an ongoing project to update hearing loops, and recommends that this information is passed on to the appropriate group to escalate this area as a priority.
Hearing loops on Heslington East	Review the functionality of the infra-red system.
Microphones for hearing loops placed too close to projector fans causing noise disruption	Review where microphones are in relation to projectors and correct this. Bear this in mind when fitting any future hearing loops.
Heslington Hall has difficult access for wheelchair users	Conduct a walk around Heslington Hall and identify any issues of wheelchair accessibility. Although Heslington Hall is a protected building some issues may be difficult to resolve but nevertheless should be explored to establish the reasonableness of the adjustment.
Bus stop situated under the library bridge on the library side is exposed and uneven	Resurface the bus stop and construct a shelter. Seats should only take up half the space in the shelter to allow space for wheelchair users.
Pedestrian, vehicular and cycling traffic on campus.	Particular areas of concern are: - Biology and Wentworth This is perhaps in part due to building obstruction. However, this information should be passed onto the signage project. - Market Square to Sally Baldwin Buildings Clearly mark out cycle and pedestrian lanes in this area. - Entrances and exits to car parks Improve signage so all groups are aware of possible conflicts.
Need for covered walkways on Heslington East	Follow the precedent outlined by Heslington West and construct covered walkways between the buildings on the Heslington East cluster.
Signage priorities	Forward all comments on signage to the signage project.
Car parking priority	More lighting at entrances and exits of car parks would reduce the likelihood of any conflict between pedestrians, cars and cyclists. Also, the online map of car

	parking on Heslington East needs to be updated so that people can clearly see where the disabled parking bays are located.
Lighting priority	Upgrade all lighting on campus to white low energy style to improve the quality of the existing lighting. Also, this report recommends that someone goes around campus at night and identifies areas where lighting is insufficient. Lighting should then be updated in these areas.
Doors priority	Standardise the automatic door systems in use on campus. Alternatively, put up a warning sign where doors open towards individuals. Review all automatic door sensors and ensure that they are not over sensitive and do not shut before people have passed through them.
Buses to and from Heslington East are less frequent over the holidays	Co-ordinate with the bus companies to see if the term timetable can be carried across the holidays.

Student Focus Groups

Background Information

The focus group were attended by 11 students (7 undergraduates, 4 postgraduates) One session was led by Penn Snowden, Manager of Disability Services, and the other session by Peter Quinn, Director of Student Support Services. Both sessions were assisted by Kathryn Burke, Student Intern, and Linda Brosnan, Equality and Diversity Officer.

Post-it Note Exercise Results

As outlined in the introductory section of this report, attendees were asked to write down three positives and three negatives of accessibility on campus. The following 'Key Concerns' and 'Disability Specific' sections are the outcome of this exercise.

Key concerns

From this table, it can be seen that there are a variety of different issues. Here are the key concerns identified by this exercise:

- Conflicts between pedestrians and cyclists
- Signage both inside and outside buildings
- Doors
- Lighting across campus in specific areas and at night
- Library
- Lack of covered walkways in Heslington East
- Concerns about crossing the road between Derwent College and the Library
- Lack of free travel to King's Manor

It is clear, both from having attended the focus group and from analysing the results of the above table, that these were the key concerns put across in the post-it note exercise. As this report continues, these concerns will be dealt with in the following 'Proposed Solutions' section.

Disability specific concerns

A number of disability concerns were raised in the post-it note exercises of these focus groups. These concerns were that:

- Lifts are too small
- Some accessible toilets are too small
- A number of departmental buildings do not have lifts so academic offices cannot be accessed and alternate arrangements are not publicised
- Pathways to and from the library are too steep and narrow for wheelchair users
- Not all accommodation is accessible for wheelchair users
- Dropped curbs are sometimes not positioned opposite each other
- Lack of hearing loops in lecture theatres
- There is a lack of accessibility in older buildings

Most of the issues above will be addressed in the following 'Proposed Solutions' section. However, it is not possible to propose solutions for all of these issues.

The issues that not all accommodation is accessible to wheelchair users and that some buildings do not have lifts, are not issues which can feasibly be resolved. This is because accessibility issues are not about accessing spaces, but rather accessing services. When the issue of some buildings not having lifts so students cannot meet supervisors in their academic offices was raised in the focus group, the individual was asked whether any alternative arrangements had been made. The answer to this was yes, so there is no lack of access to a service but only lack of access to a space. It is therefore not imperative to propose a solution, because the solution would be that alternative arrangements are made. What must be established is that this would happen as a matter of course.

Similarly not all accommodation is accessible to wheelchair users. It is not a necessity, albeit it is desirable that wheelchair users can visit friends in all accommodation, that all accommodation is wheelchair accessible. Therefore it would also be inappropriate in this case to propose a solution for existing buildings but a principle of optimum access should be established in new buildings.

Results from the priorities discussion

Having completed the post-it note exercise, attendees were then asked to discuss their priorities for accessibility on campus. These priorities were outlined as:

- Signage
- Lighting
- Doors
- Covered walkways on Heslington East to link the buildings on the cluster
- Free bus travel for students who need to go to King's Manor
- Hearing Loops
- Library
- Reporting system for repairs and refurbishments on campus

As with the analysis of the staff focus groups, it is now necessary to analyse each of these priorities.

Priority: Signage

This discussion largely mirrored the results of the questionnaire. There is a call for generally better signage both within buildings and outside on campus. It was also evident that the interactive map should be drastically improved, with particular attention to labelling wheelchair accessible routes and primary entrances to buildings. This is presumably within the scope of either or both of the Google mapping project and signage projects

Priority: Lighting

Participants expressed a strong view that lighting on campus at night should be improved. A particular point of concern was the route colloquially known as 'The Yellow Brick Road' - the pathway between Heslington East and Heslington West campus. As this path is far away from buildings and there is not often much pedestrian traffic here, lighting should be improved for the security of individuals who use this route as it can be intimidating. National examples exist of lighting that can be both intelligent and cost effective.

Priority: Doors

There is an ongoing concern that there are too many heavy manual doors on campus. Particular areas of concern include The Courtyard, The Kitchen at Alcuin, and doors within the Biology Department. There is also frustration at the lack of continuity between types of doors on campus. Whilst it was stated at the focus group that there is a ten year redevelopment plan for Heslington West, it is still necessary to include this priority in this report so that the information can be passed on.

Priority: Covered Walkways

There was a lot of discussion about the lack of covered walkways on Heslington West, particularly as the video shown at the start of the focus group described the idea that the same priorities were transferred from Heslington West campus to the campus at Heslington East. The group felt strongly that covered walkways were a positive aspect of Heslington West and questioned why the same layout had not transferred to the new campus⁵. The open plan design of Heslington East leaves it exposed in wet and windy weather and poses a great deal of problems for its users. Since the focus group, the question of covered walkways has been followed up, and the answer seems to be that the Fire Department thought the covered walkways would disrupt access for emergency vehicles in the event of a fire. Whilst this is clearly a very important factor to consider, it may be possible to implement a system by which any plans for covered walkways would cause minimal obstruction in the event of a fire.

Priority: Free bus travel for students who need to go to King's Manor

Currently students have to pay to travel to King's Manor, so it was suggested that a free bus services should be made available. It was made clear at the focus group that the GSA had raised this with the travel co-ordinator and bus services. The GSA were told that they needed to demonstrate demand for this service. Some students who need to travel to King's Manor to meet with their supervisors have been given bus passes by their department free of charge. It was suggested that this be standardised.

⁵ It has emerged that the Fire Service objected to the covered walkway models at Heslington East during the planning and development process.

Priority: Hearing Loops

The group raised a concern that some hearing loops need to be replaced, and that lecturers should be made to use microphones as standard practice because whether a student can hear a lecture or not should not depend on the chances of getting a lecturer who likes to use the microphone. However, this report is aware that there is an ongoing project to update the hearing loops across campus.

Priority: Library

There were a number of issues raised about access to the Library that included the gradients on the accessible route are too steep, the bus stop under the Library Bridge is too close to the road and the lack of a pedestrian crossing on University Road.

Also a member of the group raised concerns about routes from the Hull York Medical School to the main entrance of the Library. The shortest route is via a set of steep steps next to the Alcuin Research Resource Centre which can be slippery when wet or icy. It was suggested that students from this department should be allowed to access the Library through the rear entrance of the Harry Fairhurst Building.

Priority: Reporting system for repairs and refurbishments on campus

A member of the group suggested that there should be a system to report suggested refurbishments to help access on campus. For example, the three steps at the junction of the pathway from the bus stop at Heslington Hall to the covered walkway at the rear of building which could be replaced by a ramp. The facilitator explained that students can report issues via Planon, nevertheless attendees were not aware of Planon and proposed that a system be utilised that would be simple to use and have the facility to upload a photo from a smartphone.

*Proposed solutions

Having looked at the positive and negative comments from the post-it activity and having established a set of priorities, here follows a suggested list of identified issues and proposed solutions to them. This table includes the mode concern of each

category from the post-it exercise, the priorities, and disability specific concerns.

Disability specific concerns and solutions are highlighted in blue.

ISSUE RAISED	PROPOSED SOLUTION
Lifts are too small	Assess whether it would be financially viable for small lifts to be replaced with larger ones. Also, pass on this information to any new building projects so that lifts which are big enough for a motorised wheelchair, a carer and/or an assistance dog are put in in the first place.
Some accessible toilets are too small	Same as above.
Accessible route to and from the library is too narrow and too steep	Review the width and gradients on this route. Also look at providing access to the Library for staff and students through the rear entrance of the Harry Fairhurst Building.
Dropped curbs not being positioned opposite each other	This is something which should be passed on to every new building project. It is harder to fix this issue retroactively, although this should be done because it is unfair to expect wheelchair users to spend longer in the road with little reason.
Lack of induction loops in lecture theatres; prioritising hearing loops programme alongside involvement from staff and students	Include the right people at the planning stages of any new buildings. It seems that loops in place are not working satisfactorily due to reasons which would have been obvious had the right people been included in the initial planning of the buildings. With existing buildings, continue the project to reassess the hearing loop systems.
Lack of accessibility in older buildings	Ensure that all staff members are aware that if they need to meet with a student who has mobility issues and their office is inaccessible to these students, then the staff member must make alternative arrangements to provide the same service for that student as any other student; even if it is as simple as meeting the student in a different location.

Signage	Again, pass this report on to the signage project so that the research here can be taken under advisement.
Lighting	Improve the lighting on the route between Heslington West and East. Low level lighting would not be appropriate as the long shadows cast by this method of lighting would make the situation worse.
Doors	<p>Standardise the doors used on campus; sliding automatic doors seem to be the preferred system. Alternatively, replace heavy manual doors with push pad automated doors.</p> <p>Look at replacing manual doors in the specific locations mentioned above.</p>
Covered walkways	Construct a covered walkway system between the buildings on the Heslington East cluster. This would not obstruct emergency vehicular access to accommodation and cause minimal obstruction to the teaching blocks as emergency vehicles would have plenty of room behind all the buildings in which to manoeuvre.
Free bus travel for students who need to go to King's Manor	Standardise the provision of free bus passes to students who need to go to King's Manor regularly. Alternatively, arrange a separate shuttle bus from campus to King's Manor. The view of the focus groups was that the shuttle service should be provided at no cost to the user to enable full access.
Reporting system for repairs and refurbishments on campus	Create a twitter account to which students can tweet and upload any photos of places on campus which require repairing/refurbishing. This will allow individuals to contribute to accessibility aims and also provide a fast method of maintaining the campus. Additionally, an email account could be set up for the same purpose.

Problems encountered during the focus group sessions

There were a number of issues that occurred whilst trying to organise the focus groups themselves. They are highlighted here to illustrate the areas where improvements might be made for a smoother experience for disabled staff and students as well as for those making arrangements. If we can achieve a good outcome for disabled students this is likely to improve the student and staff experience overall. These included:

- A limited availability of accessible rooms on campus during term time
- No refreshments were permitted in LMB/017X, which was not made clear on Planon when the booking was made
- A temporary hearing loop had to be installed in LMB/017X as the Infrared system was not functioning
- LMB/017X has no tables so it was difficult to set up a laptop
- Incorrect room layout in the room in Heslington Hall. On the day of the focus group the room layout had to be changed. An email had been sent before the event regarding the room layout.
- Poor provision for disabled parking in Heslington Hall despite an email having been sent out prior to the focus group. The Porter was notified that there were at least two attendees who would need disabled parking spaces. The disabled parking bays in the forecourt of Heslington Hall were already taken by vehicles of a company engaged in office moves in the building. This resulted in one wheelchair user having to use another car park some distance away from the building.
- Parking on Heslington East. A form requesting a parking space in the cluster was sent to the receptionist at the Ron Cooke Hub prior to the Focus Group. Confirmation of the booking and a map was sent to the attendee. On the day of the focus group a ticket to exit the barriers had to be collected from the Ron Cooke Reception. The attendee arrived but found it difficult to follow the map and initially parked in a space that had a 45 minute limit. The map showed that the spaces next to Goodricke College were bookable so the attendee moved their vehicle but was concerned that these were designated as disabled parking

only. When this was queried the advice given was to double-park alongside the disabled bay.

ONE-ON-ONE MEETINGS FEEDBACK

Meeting with David Sanin, Acting Welfare Officer of the GSA

This meeting was conducted by Kathryn Burke, Student Intern. Mr Sanin holds an elected position, so it was important to meet with him because not only does he have an individual view on access issues, but he also represents the interests of all post graduate students here at the University of York.

Physical Access Issues

Mr Sanin raised a few concerns with physical access on campus. These can be summarised into 3 main areas:

- Doors, particularly in the Biology Department
- Building work obscuring disabled access routes
- Clearing snow

Doors, particularly in the Biology Department

One key concern that emerged from this meeting was that whilst the external automatic doors of the Biology Department are very good, the internal doors within corridors pose more of a challenge as they are not all automated. This causes problems for wheelchair users. The lack of automatic doors is not linked to the security of the doors, which this report recognises must be a priority for safety reasons, so is something that should be reviewed.

Building work obscuring disabled access routes

This issue was outlined in the questionnaire section of the report. Whilst building work is temporary, there seems to be some severe disruptions to disabled access.

Specifically, there is one car park behind biology which is not useable at the moment due to building works. There is another car park which is being used, but instead of the ~10m distance to the department, individuals must travel further to reach the department. This is manageable for the majority, but wheelchair users struggle with

this distance. Perhaps there could be some temporary blue badge holders bays closer to the department until the building work is complete.

Clearing snow

Whilst this has clearly not been an issue this winter, in previous years it has been the case that when snow has been cleared off pathways and car parks, the piles of snow have been shovelled into disabled parking spaces. This clearly should not be happening and a recommendation of this report is highlighted as an issue that should not occur.

Meeting with Thomas Ron, YUSU Disabled Students Officer

This meeting was conducted by Kathryn Burke, Student Intern. Mr Ron holds an elected position, so it was important to meet with him because not only does he have an individual view on access issues, but he also represents the interests of all disabled undergraduate students at the University of York.

Physical Access Issues

The main access issues outlined by Mr Ron are:

- Hearing loops
- Bus stops
- White lines
- Doors to The Courtyard
- Gritting

Hearing loops

There is a problem both with a lack of hearing loops and with the loops already in place. Some of the loops depend on all mobile phones being switched off (rooms in the Harry Fairhurst Building were cited as particular examples), which is very difficult to achieve. Furthermore, the Infrared loops in place often do not work. This report is aware that there is an ongoing project looking into the use of hearing loops and testing them, it is recommended that this information is passed on to this project.

Bus stops

The lack of chairs at bus stops causes an issue for people who are not able to stand for a long time. Of particular concern is the library bus stop in the direction of Heslington East.

‘White lines’

There was concern that the ‘white lines’ that delineate routes on campus are sometimes left a long time to be repainted, causing issues for individuals, particularly

people with visual impairments. It was suggested that these lines be repainted on a more regular basis.

Doors to The Courtyard

The doors into The Courtyard are too heavy to be reasonably accessible. Perhaps a push pad would be a simple solution to this issue?

Gritting

Gritting can be patchy during periods of bad weather, but of particular concern is that gritting is done in the areas where the foot fall is high. Whilst this is positive, the issue comes when gritting is not completed as widely as needed as wheelchair users in particular require gritting right up to the door.

Joint meeting with George Offer, YUSU Welfare and Community Officer, and Mel Fox, Academic and Welfare Co-ordinator

This meeting was conducted by Kathryn Burke, Student Intern. Mr Offer holds an elected position, so it was important to meet with him because not only does he have an individual view on access issues, but he also represents the interests of all undergraduate students here at the University of York. Ms Fox's expertise as the Academic and Welfare Co-ordinator are also useful to this report.

Physical Access Issues

These were the 3 main concerns for physical access raised by Ms Fox and Mr Offer:

- Hearing loops
- Accessible accommodation
- Family accommodation

Hearing loops

A number of physical issues emerged during this meeting. The first of these is that the arrangement of hearing loops is sporadic on campus. There was frustration expressed at the fact that many of the buildings are brand new, and yet the hearing loops do not work consistently because the right people have not been involved at the right stages of developmental planning. Another comment was that the slope in Vanbrugh is too long for a wheelchair user, and again it was felt that had more research been done during the design stage that this could also have been avoided. It was strongly proposed that for any future builds, it is imperative that the design team include specialists as well as disabled staff members and students themselves to avoid disappointing results and the constant need to retroactively fix issues which could have been avoided in the first place by doing some basic research.

Accessible accommodation

Accommodation on Heslington East also presented some issues of physical access. It was mentioned in particular that some of Goodricke College's accommodation houses accessible rooms on its second floor, and even for the new college Constantine the

accessible rooms will be on the second floor. Whilst it was suspected that there is a reason for this and it was acknowledged that as soon as the University is made aware of an issue it is quick to fix the problem, there was frustration that there was even a problem in the first place. From a fire safety perspective, there could be a very dangerous situation with accessible accommodation on the second floor as lifts should not be used in the case of an emergency.

Family accommodation

One point which was raised was that there is a lack of accommodation for families on campus, particularly for single parent families where the current family accommodation is not appropriate. Concerns were raised that this would discourage prospective students from applying to this university because this lack of family accommodation poses a significant problem for students with dependents.

Any Other Issues

One other concern which was raised was when combined subjects, such as Maths and Computer Sciences, span across Heslington East and West there is often not enough time to travel between the two. It was questioned in the meeting whether there are plans to move the Maths department to Heslington East, but this is not the case currently. As with similar results from the questionnaire portion of this report, the suggestion would be to forward this concern to the timetabling department so that students are given enough time to navigate between Heslington East and Heslington West.

Feedback from a member of staff

The following details feedback from a member of staff. The staff member suffers from osteoarthritis and has had supervisees who have suffered both sight and mobility impairments. It is important to include these comments to understand problems encountered first hand.

Physical Access Issues

The main areas highlighted are:

- Wentworth College
- Wentworth - Biology Pathway
- Biology - Vanbrugh Pathway
- James - Wentworth Bridge
- Wentworth Way
- Vanbrugh X Block

Wentworth College

Access to the lift in the corner of Wentworth College's main foyer from areas inside the College is through a heavy manual door.

Furthermore, the disabled toilet's lock cover inside has been missing for a long time, and despite being repeatedly reported this has yet to be rectified. It is very difficult to use this lock, especially if not as dextrous as others. It was also suggested that instead of the 'wheelchair icon', disabled toilets be resigned as 'accessible toilets', because these toilets are not exclusively for wheelchair users.

The back doors to Wentworth College buildings are not automatic, making them difficult for some people to use especially when they have been closed in the wrong order.

Lakeside path from Wentworth to Biology

Recent repairs have made the path's condition worse. The path is patchy and uneven, and becomes consumed by large puddles during wet weather. The edges of the path need to be clearly marked and lighting needs to be greatly improved here.

Path from Vanbrugh to Biology and the James – Wentworth College bridge

The sideways slope on this path makes it very difficult to get around, especially when an individual suffers from a mobility impairment. The bridge between Wentworth and James College is dangerous when not lit, and there should be some way of delineating between cyclists and pedestrians.

Wentworth Way

There is a lack of a continuous footpath along both sides of Wentworth Way. This area is also poorly lit, and at night students walk down the middle of the road because there is no footpath. This combined with the lack of lighting poses a very dangerous situation.

Vanbrugh X Block

The main door to the foyer is an outwards opening manual door. This poses problems for disabled users, and as it is the main entrance to the building does not present a good first impression.

CONCLUSION

***Conclusion**

In conclusion, here follows a summary of the key issues detailed in this report and an action plan suggesting how these problems might be rectified. There is also an additional section on increasing awareness of services already offered by the University, as the questionnaire responses in particular have revealed an issue with communicating to the right people about the services and the access to which they may be unaware of.

***Increasing Awareness**

Why this section has been included

Throughout this report a consistent issue has been a lack of awareness of the facilities which the University already offers to aid access for individuals. This is an issue for both students and staff members. Whilst it is clearly pleasing that the University offers such services, these services are unfortunately failing to reach their full potential if they are not being used simply because students and staff members are not aware of them.

How to raise awareness

- **SIGNAGE**

Much of the issues surrounding awareness of what is on campus could be rectified by the Google mapping and signage projects. These projects could help demonstrate where facilities are on campus, and in particular how to navigate accessible routes.

- **UPDATE THE ACCESS GUIDES**

It is encouraging that the University has access guides, but the way in which these guides are presented should be more user friendly. A more colloquial manner should be used in the guides and visual aids would be both more welcoming for the reader and useful for visualising access to buildings. The issue of access is one which requires trust, and a more friendly way of portraying the information would help establish this trust and engender feedback on what is working or what needs improving. The way to communicate with students has changed, and a clearer, more 'fun' approach works better. This report recommends a new access guide website, with a similar tone to that established by YUSU.org, detailing all buildings on campus and how to get to

them. For reference, the Oxford University access guide is particularly good (<http://www.admin.ox.ac.uk/access/>), and the University of Central Lancashire's accessibility website (provided by Disabled Go) also works well (<http://www.disabledgo.com/organisations/university-of-central-lancashire/main#VenueListing>). Either initiative would require investment but the benefit to the University overall could justify this particularly if it were built into the current campus infrastructure capital investment project.

- **FRESHERS' LEAFLET**

Where students are unaware of access help available to them, this can be overcome by a simple leaflet to be given to all students upon arrival as part of their freshers' pack. The leaflet should outline useful links to interactive maps on the University's website, and outline the support available to them. It should also outline how to find out about support available for disabled students, because whilst the University is aware of many students' disabilities, some may not have disclosed this information. Students may also wish to familiarise themselves of the accessibility of campus if they have disabled friends or relatives who wish to visit them and this would help awareness overall of accessibility opportunities on campus.

- **LIVE TWITTER FEED**

Furthermore, there needs to be an easy way to make maintenance staff aware of issues on campus quickly. A live twitter feed where students and staff could use their smart phones to upload photographs of maintenance issues or simply tweet any problems would enable the maintenance team to respond to problems more quickly and make students feel more involved.

- **INVOLVING DISABLED STUDENTS AND STAFF**

Finally, but perhaps most importantly, the principle of compulsorily involving disabled staff and students in evaluating architect plans and working with project managers should be established. Where this has been utilised in other universities it has led to large amounts of project costs being reduced as well as a better method of understanding and communicating accessibility projects. Savings have been in the tens of thousands of pounds whilst projects not utilising this method tend to result in

retroactive costs in the tens of thousands of pounds which appears to be the case at the University of York given the amounts the accessibility group have approved to retroactively tackle accessibility challenges.

****The key issues and detailed solutions**

This report has demonstrated some key issues with accessibility on campus. These are:

- Signage
- Doors
- Lighting
- Paths
- Hearing Loops
- Parking
- Buses
- Bus Stops

The following pages detail the precise problems in these areas and proposals of how these should be rectified.

Signage

It has been clear throughout the report that signage on campus needs to improve. The recommendation for signage is to forward this report to the signage and to the Google mapping projects which are ongoing. It is fortuitous that this report has been conducted at a time when the results have the optimum chance of acquiring the desired results.

Doors

- **LIBRARY AUTOMATIC DOORS DIFFICULT TO SEE THROUGH**

The automatic doors at the main entrance to the library are reportedly difficult to see through by a number of respondents, particularly causing problems for visually impaired people. This is due to the highly reflective glass used in these doors which prevents some individuals from ascertaining whether anyone is approaching from the opposite direction. This can be unnecessarily problematic. A simple solution would be

to organise the flow of pedestrian traffic so that of the three sets of automatic doors, two are exclusively used by people entering the library, while the other is used only by people leaving.

- **SOME MANUAL DOORS ARE TOO HEAVY**

Some of the manual doors on campus are too heavy. The exact location of these doors is specified earlier in this report and in the Action Plan in Appendix 1. The suggestion here would be to either fully replace these doors with the preferred sliding automatic doors, or to install a semi-automated system with a push pad mechanism.

- **SOME AUTOMATIC DOORS ARE TOO SLOW**

This review has highlighted that some automatic doors are too slow to react to people approaching the doors. The exact location of these doors is specified earlier in this report and in the Action Plan in Appendix 1. An easy fix would be to readjust the existing sensors to increase their sensitivity.

- **STANDARDISE THE MECHANISMS**

There is a 10 year redevelopment project of Heslington West is in its early stages. It would be useful to pass on to this project that there is a call for standardising the door mechanisms, with a preference towards sliding automatic doors.

Lighting

- **LACK OF OUTSIDE LIGHTING ON CAMPUS AT NIGHT**

There was a strong message from respondents that lighting be improved across campus to help all users feel safer at night. The recommendation of this report is that this request is thoroughly evaluated because many specific locations have been mentioned during the course of this research. For these specific locations, please see earlier in this report and the Action Plan in Appendix 1. Whilst it is appreciated that lighting restrictions may be outwith the University's jurisdiction (eg. protected/common land), there is a strong case for main thoroughfares through campus and campus car parks to be appropriately lit.

- **QUALITY OF LIGHTING**

The quality of lighting used also seems to be an issue. The new, white, low energy bulbs could replace the old style orange, more 'dingy' lights. Not only will this improve lighting on campus to enhance a general feel of security, but implementing this suggestion will enhance the University's reputation as an environmentally friendly institution and would presumably have long term benefits to cost.

Paths

- **SEPARATION OF CYCLING AND PEDESTRIAN ROUTES**

Whilst an interim solution would be to use signage to reinforce where cyclists can and cannot cycle on Heslington West a better solution may be to reinforce the painted delineation as signage seems to be ignored currently.

That said, the overarching issue appears to be that there is a perception of a lack of cyclist friendly routes across the main campus. Where covered walkways intersect cycle routes, cyclists should dismount. However more often than not this does not happen and a big theme in the focus groups was around the frustration and risk to safety arising from the interaction of cyclists and disabled people. It is recommended that the redevelopment project of Heslington West takes this into consideration, and adapts a similar system to that already instigated on Heslington East where cycle paths and footpaths run alongside each other but are clearly separated by a grass verge.

- **JAMES/VANBRUGH BRIDGE**

There are structural faults with the bridge connecting James and Vanbrugh College. However, the current solution of narrowing the bridge has proved an obstacle for many members of the University community, particular wheelchair users. This bridge needs to be replaced with a covered bridge suitable for cyclists and pedestrians. Whilst there may already be plans to replace this bridge, the feedback in focus groups suggests the urgent need for such a replacement.

- GRITTING IN ICY CONDITIONS

Gritting is necessary in icy conditions particularly for wheelchair users and people with mobility difficulties. It is encouraging that this is already done by the University, but the gritting method needs to ensure coverage right up to the doors to achieve an acceptable level of access. The process is made redundant if an individual arrives a few feet from the building and still cannot access it.

- COVERED WALKWAYS ON HESLINGTON EAST

The covered walkways on Heslington West are extremely popular, so it is unsurprising that there is such a demand for similar walkways in Heslington East. It is appreciated that there were fire safety issues highlighted with the proposed covered walkways, but following large numbers of comments suggesting this is a key area it is recommended that this issue is reinvestigated. One solution might be that covered walkways be installed that link the main academic buildings on the cluster so that emergency vehicles can still access buildings from the back.

Hearing Loops

- EXISTING LOOPS FAILING TO FUNCTION

The problem with hearing loops appears to result from lack of consultation and involvement by hearing loop users at the developmental stage of the building process. There is an ongoing investigation into the functionality of existing hearing loops on campus, but the common factor seems to be that the loops which do not function were likely to struggle to function in their locations. This is a particular issue on Heslington East, and an issue which can be learned from to improve the service offered by the University in the future. For the redevelopment of Heslington West, it is likely an imperative that the University save money by avoiding expensive retroactive fixes. This can be done simply by the architects and project managers consulting staff and students who would rely on such loops. It is therefore a key recommendation of this review that wherever possible the current hearing loops and hearing systems are tested and improved where necessary as this is a serious accessibility issue.

Parking

- LOCATION OF CAR PARKING ON CAMPUS

The issue here is not that there is a lack of car parking spaces, but that car parking is confusing. An easy, inexpensive solution would be to upload a map specifically detailing the car parks on Heslington West and especially Heslington East so that visitors, parents and prospective students can park easily. This is currently not allowing the University to give a good first impression.

- HESLINGTON EAST

From the experience of holding focus groups on Heslington East and from the large amount of feedback at focus groups on this issue it is clear that the current parking system in place on Heslington East is not working. The recommendation here is to conduct a full review into the parking facilities available on Heslington East.

Buses

- ACCESS FROM THE MAIN CAMPUSES TO KING'S MANOR

At present there is no university standard practice for getting to King's Manor from the main campus. This is a particular concern for students who live in campus accommodation and need to travel to King's Manor for seminars, lectures, and supervision meetings. This poses a serious access issue for many students who are who must either walk a long way to get to King's Manor, or pay to take the bus. It is appreciated that some departments offer students bus passes when they have to visit supervisors in King's Manor, but this is not standard practice. It is recommended that either this practice is standardised across all departments, or that a university shuttle bus service be provided for students to get to and from King's Manor, a system that would also benefit staff.

Bus Stops

- BUS STOP UNDER THE LIBRARY BRIDGE TO HESLINGTON EAST

The focus groups and questionnaire highlighted the strong demand for seating to be installed at this bus stop, as well as mitigating the slope which is currently there. The slope is very dangerous for any wheelchair user as it leads into the road and although

a shallow gradient, this is a high risk area in terms of accidents. This road is problematic to cross and students have been knocked over by cars at this location. It is a strong recommendation of this review that York City Council and the University collaborate to ensure that a safer crossing is installed.

APPENDICES

**APPENDIX 1: Action Plan

ISSUE	ACTION	WHO IS RESPONSIBLE	TIME SCALE	PROGRESS MADE
SIGNAGE				
General signage	Forward the relevant sections of this report to the signage and Google mapping projects for consideration of detailed results.			
Lack of clarity about accessible routes on campus	Again, this is information that should be forwarded to the signage project so that this can be accounted for.			
DOORS				
Library doors difficult to see through for the visually impaired due to the highly reflective glass in place here	Organise the flow of pedestrian traffic so that, of the three sets of automatic doors, two are exclusively used by people entering the library, while the other is used only by people leaving.			
Manual doors are too heavy	Automated doors to replace the heavy manual doors in the following locations: - Doors to access the lifts in Vanbrugh and Wentworth			

	<p>Colleges</p> <ul style="list-style-type: none"> - The Courtyard - The Kitchen at Alcuin - Internal doors in the Biology Department - Chemistry D & E buildings - Internal doors in the Seebohm Rowntree Building - Environment Building - Ken Dixon Block, Goodricke College - Hicketon Block B, Halifax College - Rear entrance to Wentworth College - X Block, Vanbrugh College - Goodricke Nucleus and The Glasshouse - Sally Baldwin C & D Blocks - Student Administration Building - Careers Building 			
Some automatic doors are too slow	<p>Readjust the existing sensors to increase their sensitivity on the doors in the following locations:</p> <ul style="list-style-type: none"> - James College nucleus - Vanbrugh College nucleus - Sidney Smith A Block, Langwith College 			

	- Barbara Scott Court D, Vanbrugh College			
Lack of standardised opening mechanisms	To be considered in the redevelopment project of Heslington West and any future refurbishments.			
No wheelchair exit point in the library without needing to seek help from reception staff	Put in a wheelchair access exit gate similar to the existing entrance gate.			
Lack of standardised door entry systems	Standardise the card entry systems and consider this with any future new builds and refurbishments.			
LIGHTING				
General lack of outside lighting on campus at night	<p>Conduct a full review of the lighting on campus. Specific areas that should take priority are:</p> <ul style="list-style-type: none"> - Entrances and exits to car parks - Route between Heslington West and Heslington East - Routes around the lake on Heslington West - The Stables car park - Physics Astrocampus to the Sports Centre on Heslington West - Area around the Careers Building, Alcuin College and 			

	<p>Wentworth Way</p> <ul style="list-style-type: none"> - Areas around buildings and colleges on Heslington East - Routes from the cluster to car parks on Heslington East - Derwent College - Path between Vanbrugh to Wentworth 			
Quality of lighting	Replace existing old style orange lighting with new, white, low energy bulbs.			
PATHS				
Lack of separation of pedestrian and cyclist routes on Heslington West	<p>To be reviewed as part of the signage project and more carefully considered during the redevelopment of Heslington West. Specific areas mentioned are:</p> <ul style="list-style-type: none"> - Market Square to Sally Baldwin Buildings - Biology and Wentworth - Entrances and exits to car parks 			
James/ Vanbrugh Bridge	This bridge will probably be replaced in the redevelopment of Heslington West. In the interim, it has been suggested that it is only used by pedestrians.			
Gritting in icy conditions	Gritting should include entrances to buildings.			
Covered walkways	Review decisions on covered walkways on Heslington East.			

on Heslington East	If possible, add covered walkways to link buildings on the cluster.			
Paths become too muddy	Identify which paths in particular are causing a problem and resurface. Specific areas are: <ul style="list-style-type: none"> - Wentworth alongside the lake - from the 22 Acres playing fields - Biology alongside the lake - between the David Lloyds Sports Centre and Alcuin 			
Pathways between the library and the lake via Market Square are too narrow and too steep	Widen the path and re-evaluate the gradient. Also add more grab rails to this route.			
Dropped curbs not being positioned opposite each other	This is something which should be passed on to every new building project and refurbishment. It is harder to fix this issue retroactively, although this should be done because it is unfair to expect wheelchair users to spend longer in the road with little reason.			
White lines on campus	These should be regularly checked and repainted.			

Steps on the route from the bus stop outside Heslington Hall through to the covered walkway on campus (just past the blue door)	Replace these steps with a ramp.			
Black surface from Market Square to the lake too slippery	Resurface this route with a material more suited for wet conditions.			
Potholes and uneven surfaces	All paths to be regularly checked and repaired.			
Lakeside path Vanbrugh to Biology	Resurface this route to reduce the sideways slope which is difficult for people with mobility impairment.			
HEARING LOOPS				
Existing hearing loops	Continue the project of reviewing and updating existing hearing loops.			
Future campus developments and refurbishments	For the redevelopment of Heslington West and refurbishment consult with the Audio Visual team, as well as staff and students with hearing impairments.			

Microphones for hearing loops placed too close to projector	Review where microphones are in relation to projectors and correct this. Bear this in mind when fitting any future hearing loops.			
Infra-red system on Heslington East	Review the functionality of this system and upgrade to meet legal requirements.			
PARKING				
Location of car parks on campus	Upload a map specifically for car parking across campus that clearly shows disabled spaces.			
Heslington East parking	Conduct a detailed review of car parking on Heslington East for visitors, people with disabilities and people with mobility impairments who do not qualify for a blue badge.			
Disabled spaces blocked by vehicles	Porters should reinforce the disabled parking by challenging vehicles parked in these bays without a blue badge.			
Building work disrupting disabled spaces	Temporary replacement bays should be put in place.			
Clearing snow into disabled bays	It needs reinforcing with the maintenance team that this should not be happening.			
BUS STOPS				
Bus stop under the library bridge	Resurface and construct a shelter at this bus stop. Provide seating but also allow enough space for wheelchair users.			

(towards Heslington East)	Continue to lobby York City Council to provide a pedestrian crossing in this area.			
BUSES				
Access from the main campuses to King's Manor	Provide a shuttle bus between main campus and King's Manor.			
Buses to and from Heslington East are less frequent over the holidays	Co-ordinate with the bus companies to see if the term timetable can be carried across the holidays.			
CYCLING				
Lack of staff and visitor bike parks	Put up more cycle hoops outside buildings. Specific areas mentioned were Heslington Hall, Market Square and Grimston House.			
TIMETABLING				
Seminars scheduled for inaccessible rooms	Ensure that timetabling seriously considers access issues when booking rooms for seminars.			
Back to back seminars/lectures scheduled when the	Pass this information onto timetabling to see if this can be factored in. Also, ensure that the guideline that lessons should end 5 minutes early and start 5 minutes after the			

rooms are too far apart	start time advertised in enforced.			
PHYSICAL ACCESS TO BUILDINGS				
Lack of accessibility in older buildings	Ensure that all staff members are aware that if they need to meet with a student who has mobility issues and their office is inaccessible to these students, then the staff member must make alternative arrangements to provide the same service for that student as any other student; even if it is as simple as meeting the student in a different location.			
Lifts are too small	Assess whether it would be financially viable for small lifts to be replaced with larger lifts. Also, pass on this information to any new building projects and refurbishments so that lifts which are big enough for a motorised wheelchair, carer and/or assistance dog are installed.			
Some accessible toilets are too small.	Same as above.			
Accessible route from HYMS to library	Review the accessible route and suggest all staff and students are given access to the entrance at the back of the Harry Fairhurst building.			

ACCOMMODATION				
Accessible rooms located on the second floor	This is a problem in Goodricke and Langwith Colleges, and it is understood that the plans for Constantine College accommodation are the same. Accessible rooms being located on the second floor is a serious issue and should be prevented. This information should be forwarded to any future builds.			
AWARENESS				
Lack of awareness from students about facilities available	A leaflet outlining useful links to interactive maps on the University's website and the support available to students could be distributed as part of the freshers' welcome pack. It should also outline how to find out about support available for disabled students.			
Need for an updated access guide	A new access guide website should be created, detailing all buildings on campus and how to get to them. The tone should be more colloquial than current access guides. In the interim (<u>1</u>) suggest that the Access Handbooks for buildings on campus are available online to staff and students.			
Need for a more immediate system to	A live twitter feed where students and staff could use their smart phones (smartphones) to upload photographs of			

report access issues	<p>maintenance issues or simply tweet any problems would enable the maintenance team to respond to problems more quickly and make students and staff feel more involved.</p> <p>This could also be used to update staff and students about any changes to routes on campus or building work.</p>			
Not involving the right people at the right time	<p>Ensure that staff and students are consulted about any new developments on campus and refurbishments to avoid expensive retro fitting costs in the future.</p>			
Microphone discipline	<p>Encourage staff to use microphones either on the lectern or individual lapel microphones in lectures and seminars.</p>			

APPENDIX 2: Raw Results from the Questionnaire

The following table presents the raw data collected from the questionnaire. It is these findings which I converted into the 'Questionnaire Results' section of this report. Rows highlighted in yellow indicate that this result identifies a specific location on campus; whilst rows highlighted in green indicate that this result identifies a comment regarding a disability specific issue; rows highlighted in blue indicate that this comment is one which should be settled by the individual and is not a comment for this audit to consider.

ACCESS AUDIT QUESTIONNAIRE RESULTS			
STAFF		STUDENTS	
Issue Raised	Number of comments on issue		Number of comments on this issue
Signage			
A need for more signposting from the North Car Park to the Seebhom Rowntree Building	2		1
Lack of signage within buildings/the existing signage is hard to interpret	4		4
Signage outside difficult to decipher due to the lettering system	5		3
More 'You are here' maps required around campus and maps of complex buildings needed at receptions	15		6
Signage stops suddenly, is misleading, or out of date	23		2
Names of buildings should be marked more clearly, including the purpose of the building and not just its name in larger lettering	24		5
Lack of signage in science park	1		0
Lack of signage for cars	4		1
A need for braille signs in lifts and around campus	2		0
Wheelchair routes not clearly signposted	2		0
Confusion with signs due to renamed colleges, particularly with James/'Old Goodricke'	1		4
Lack of signage at the Berrick Saul Building	1		0
Poor signage to Heslington East campus	2		0

from A64 (small and easily hidden)			
Online maps out of date/difficult to find	3		5
Unattractive/unwelcoming/inconsistent signs	5		1
Room codes difficult to understand	32		14
Need for individual building plans to find rooms more easily	15		1
Difficult signage in James Nucleus	2		3
Directional sign needed on Innovation Way	1		0
More Signage needed in KM	2		0
More Signage needed in Alcuin	1		1
Signs needed to reinforce disabled parking spaces	1		0
More Signage in the Physics Dept.	1		0
Lack of signage to computer facilities in the Library	0		2
NON-SPECIFIC SIGNAGE COMMENTS	47		39
TOTAL SIGNAGE COMMENTS	227		92
Car Parking			
More parking needed at Helix House	2		0
Parking too far from buildings	2		0
Lack of parking at King's Manor	1		0
Poor lighting from car parks to buildings	1		0
Lack of shelter from East Car Park	1		0
Lack of parking on Heslington East in the evening	1		0
Car parks poorly maintained	1		0
Disabled parking needed closer to Grimston House and Vanbrugh	2		0
Access disrupted by building works	9		10
Hard to know where people are permitted to park	1		0
Lack of student specific car parking	0		9
Difficult CAR parking access to the library	0		4
Path from the Boulevard not wide enough	0		1
Lack of parking at the sports village	0		1
NON-SPECIFIC CAR PARK COMMENTS	70		6
TOTAL CAR PARK COMMENTS	28		31
Cycling/Pedestrian Pathways			
Cycle routes and pedestrian routes confusing/not distinguishable from each other/cycle routes run out	33		19
Muddy pathways (particularly an issue for the informal David Lloyd footpath from Alcuin, and when accessing 22 acres, path from Wentworth by the lake)	3		31

Uneven footpaths/poorly maintained	3		3
Library difficult to access by bike	1		2
Lack of bike parks	8		0
More footpaths needed	2		0
Paths poorly maintained	4		0
More bike only routes needed	0		5
Complaints that the James/Vanbrugh bridge is now too narrow for cyclists and even groups of pedestrians	8		21
Path from Wentworth to the lake is too narrow and muddy	0		5
More covered footpaths needed	0		2
James-Wentworth bridge dangerous in icy conditions	0		2
General need for more grit on paths	0		4
TOTAL PATHWAY COMMENTS	62		94
Automatic/Semi-Automatic Doors and Manual Doors			
Automatic doors open too slowly (especially Derwent and Vanbrugh nuclei, as well as near the Courtyard Bar)	6		22
Disabled access entrance often blocked (Biology)	1		2
Chemistry D and E block need more automatic doors	3		0
Automatic door presses not functioning as they should (Alcuin B Block, P/D, P/Z)	2		1
Automatic doors often break down (Market Square, Information centre doors, ARRC, James)	6		2
Seebohm Rowntree Building and Sally Baldwin doors too heavy	4		1
SAB building needs an automatic door	1		0
Card entry points lack sensitivity/sometimes don't work	5		28
Front entrance to The Stables inaccessible by wheel chair	3		0
Tinted library doors make it harder for the visually impaired to see if anyone is coming through from the other side	1		0
Too many staff entry systems	3		0
Lack of wheelchair exit point in the library	0		1
Automatic doors in the library often broken	0		10
Goodricke Nucleus and Glasshouse automatic doors often broken	0		2
Doors To the Environment Dept. hard to	0		1

use			
Doors in Goodricke accommodation Kenneth Dixon are too heavy	0		2
Only one of the automatic doors in Vanbrugh C works	0		1
Main Entrance to Langwith Sydney-Smith A accommodation too slow to open	0		1
Barbara Scott Court D door too slow to react	0		1
Halifax Hickleton D door too heavy	0		1
Donald Barron Court C door faulty	0		1
Doors to the new café Barrista are too heavy	0		1
Automatic door at Wentworth does not work properly/gets stuck	0		1
Non-specific heavy doors comments	14		7
NON-SPECIFIC AUTOMATIC DOORS COMMENTS	9		11
TOTAL DOOR COMMENTS	58		97
Lighting			
Limited lighting in the Information centre	1		0
Flickering lights (danger to photo- epileptics)	1		0
Lighting needed in The Stables car park	2		0
Lighting needed on the path from Physics Astrocampus to Heslington West sports centre	1		1
Lighting needed in Walmgate	1		0
Lighting should be the new white energy style	1		0
Poor lighting on the James/Vanbrugh bridge	0		2
Poor Lighting next to Careers	0		1
More lighting required around Fairfax House	0		1
More lighting needed in Goodricke	0		1
GENERAL POOR LIGHTING ON CAMPUS (Derwent, from Vanbrugh to Wentworth, between Heslington Hall and lake, The Stray , Alcuin)	32		31
TOTAL LIGHTING COMMENTS	39		37
Difficult access to facilities on campus			
Bridges too often closed	1		0
Entrance to Grimston House too complicated	1		0
Grimston House lift breaks down	1		0

Alcuin out of hours reception needed	1		0
No access to Heslington Hall before 8am without card key poses an issue	2		0
General lack of access over the Christmas break	1		1
Rooms too far apart when there is no time to get between them- rooms cannot be moved, but timetabling should consider this when planning rooms	6		4
Difficult access to top row shops in market square	1		0
Lift often breaks down in Harry Fairhurst	3		0
Steps up to the library from the road are too steep	1		1
General disabled access to Heslington Hall is poor	1		0
Difficult disabled lift access on weekends and in the evening at Vanbrugh College	1		0
English Dept. about to move to Derwent J Block where there is no disabled lift	1		0
Lack of disabled access in Derwent P Block	1		0
Lack of toilet in Market Square			1
Difficult to access friends' rooms for wheelchair users			1
Seminars scheduled for an upstairs classroom with no lift despite the University knowing about dependency on a mobility scooter			1
Difficult access to the Concert Hall for musicians who need to go into the Hall for rehearsals but do not have the Music Dept. entry card keys			4
TOTAL ACCESS COMMENTS	22		13
Any other issues			
Demand for a gym closer to Derwent	1		0
Lack of intercom alternatives on entry to buildings for the hearing impaired	1		0
Difficult to manoeuvre chemical trolleys through the Chemistry Dept.	1		0
Difficult to purchase appropriate food for diabetics on the Heslington East campus	1		0
Worrying lack of fire exits in the main Chemistry lecture theatre (C/A/101)	2		0
HR in Heslington Hall not accessible enough	2		0
Lack of staff room in the Law and	2		0

Management building causes issues of where to eat lunch, particularly for reception staff			
Reception needed in the Education Dept.	2		0
Smokers outside the library even where no smoking is permitted causes issues for severely asthmatic	1		0
Lack of catering options on Heslington East campus	7		1
Lack of computer study spaces on Heslington East campus, particularly for people whose accommodation is on this campus but their department is on the other campus			5
Stools consistently in the space between bookshelves in the library make wheelchair access a problem			1
Lack of bar/restaurant facilities in Halifax College			2
Kitchen accommodation too small leading to religious issues such as coming into contact with alcohol and pork			1
Internet difficult to access when the servers go down			1
Lack of water coolers in some areas such as Health Sciences potentially dangerous for students who are particularly vulnerable to heat			1
A demand for a short term childcare facility such as a crèche			1
Bottom shelf library books inaccessible to people who cannot bend down			1
Insufficient desk space in lecture theatres			1
Not enough work space in the library/Harry Fairhurst building after 9am			4
General lack of cosy college common rooms			4
The lifts in Alcuin teaching blocks and the ARRC are not large enough for a wheelchair and an assistance dog			1
Some steps do not have the white line on them			1
Lack of dyslexic friendly material			1
Left handed students struggle to use chairs which have a fold in desk as they are built for right handed students			1

TOTAL OTHER ISSUES	20		27
Suggestions			
Handrail would be welcomed on the library bridge	1		0
A system on the website through which when you enter a room number, it's precise location appears on a map with instructions as to how to get to it	6		1
Interactive campus map app to find the way more easily	1		0
A formal system for conference calling would be welcomed	1		0
A system by which temporarily disabled students, e.g. Someone who has broken their leg, can book a mobility scooter/ buggy ride from class to class			1
TOTAL SUGGESTIONS	9		2

APPENDIX 3: Raw results from the focus groups

The following is a copy of the notes which were taken at each of the four focus groups.

Access Audit of Campus

Notes from the focus groups with staff

Held on the 27 February and 7 March 2014

A total of 26 members of staff attend the focus group.

The sessions was led by Peter Quinn, Manager Disability Services and Kathryn Burke, Student Intern

Film

A short film on 'Campus Design' was shown to the group.

Background

The Disability and Accessibility Group commissioned the Access Audit of Campus. The last audit took place in 2001 and since then, new legislation, The Equality Act 2010, has been introduced, the Campus has grown with the Heslington East development and new builds (Berrick Saul Building) and refurbishments (Library) on Heslington West.

The current audit forms part of the University's commitment to improving the campus for all. It will help us to identify and priorities improvements.

The finding of the audit will be presented to the Disability and Accessibility Group in May and feed into future developments of campus and the Campus Signage Project and the Google mapping of campus that are currently taking place.

The focus groups are a follow up to the questionnaire that was circulated to all students/staff.

Attendee participation

The attendees were asked to write positive and negative comments about the accessibility of campus on post-it notes.

Positives

Heslington West

- The Exhibition Centre on Heslington West is well sign posted and has easy access throughout
- Student Hub is an improvement
- Covered walkways on Heslington West are good especially when it is raining
- Accessibility in the Seebohm Rowntree and Berrick Saul Buildings and the Music Department is good

- Lift on the Library Bridge: 'couldn't have considered studying and working at the University without this lift'
- New student café in the Seebohm Rowntree Building is an improvement
- Library is very user friendly and easy to navigate
- Suggestions that University Road should be closed to through traffic except for buses and delivery vans

Heslington East

- Lecture rooms in the Law and Management Building and Ron Cooke Hub provide excellent visual and hearing facilities as there are multiple clear lines of sight and vision to the lecturer
- The accessibility of the new buildings, colleges and sports village on Heslington East
- Good social spaces for students in the Law and Management Building and the Ron Cooke Hub
- Lakes, landscaping and development of Heslington East are superb
- Good public access to buildings on Heslington East, for example, the Ron Cooke Hub
- The Sports Village is easy to use, has a great atmosphere and is inclusive
- This part of campus is very accessible and is a pleasant environment
- Automated doors on entrances to buildings on this part of campus
- Signage is good on this part of campus
- Campus in general
- The Access Audit and Focus Groups are positive and help to reinforce the message of inclusivity
- Hope we have specialist fresher events that provide information to new students on accessibility and transport
- Increased number of automated doors on the entrances to buildings campus
- Majority of building on campus are accessible and have level approaches
- Campus layout is nicely designed with walks and pathways
- Synergy – more opportunities for business growth and to mix research and business
- There is a variety of places on campus to meet for lunch and catch up with colleagues
- Accessible buses that run regularly between Heslington West and Heslington East
- Large number of disabled parking bays on campus
- University's willingness to improve the accessibility of campus
- New buildings on campus are attractive and accessible
- Lakes and paths on campus
- Majority of areas and pathways on campus are accessible and relatively flat
- Sense of greenery and space

Negative

Heslington West

- Issues with public lectures held in lecture theatres in the Physics Department where there is no common microphone/hearing loop discipline
- Uneven paths around the lake area of Heslington West

- Accessibility of Heslington Hall. It was explained that Heslington Hall is a listed building and this limits the adjustments that can be made.
- Lifts in Wentworth and Vanbrugh College are only accessible through manual, heavy doors.
- No designated accessible routes on Heslington West campus.
- Poor lighting in car parks
- Concerns about conflicts between, vehicles, cycles and pedestrians at entrances to car parks and on routes across campus
- Bus stop under the Library:
 - is exposed
 - surface is uneven
 - health and safety issues crossing University Road
 - no access to the North Side of campus for wheelchair users
- No clear designation of cycle/pedestrian path on walkway between Market Square and Sally Baldwin Buildings. Concerns about collisions especially for people with hearing impairments.
- Concerns about office space in the Electronics Department that is based in Portakabins where the upper floors can only be access via an external staircase.
- Poor signage resulting in staff arriving late for meetings. Suggest that information about the location of rooms and accessible routes could be added to Planon. It was explained that timetabling provides basic information about the location of rooms and directions via their Google calendar or e-Vision. This also links to the maps of campus.
- Confusing building coding, for example, LFA=Harry Fairhurst Building and ATB=Seebohm Rowntree Building. It was explained that there is a list of building codes available on the web at <http://www.york.ac.uk/admin/estates/buildcodes.htm>
- Library
 - Issues were raised about the route from Library to the lake via Market Square and Vanbrugh College which included; the gradient is too steep for wheelchair users, can be very crowded, has uneven pathways, cycle chicanes create blockages and bottle necks during busy times, not enough grab rails on slopes.
 - There have been occasions when the lift on the Library Bridge has been out of order and the lights were not working.
 - The Library entrance at the rear of the Harry Fairhurst Building. Concerns were raised that this entrance is restricted even though it is the nearest one to the Hull York Medical School and would be more accessible for staff and students from that department. Alternative routes to the main entrance are considerably longer. It was explained that this entrance does not have a book reader and Library staff would prefer users to access the Library through the main entrance. Arrangements can be made for Library users with a disability to be given access to this entrance.
- The surface of the walkway from Registry Services down to the lake at Vanbrugh is very slippery especially when damp/wet weather
- Heavy manual door on entrances to building and in corridors and other parts of campus, for example, new café in the Seebohm Rowntree Building
- Accessibility of Colleges and older buildings; upper floors can only be accessed via stairs
- Trip hazards around campus
- Loss of covered walkway on bridge between James College and Vanbrugh College

- The main entrance of the Alcuin Research Resource Centre is accessible via a set of steep steps. There is an accessible route available but is considerably longer.
- It was suggested that the maintenance of lifts should be improved with daily checks so issues are reported promptly. It was explained that sometimes there are delays to lift repairs when new parts have to be ordered.
- Conflicts with cyclists and pedestrian on routes across campus, especially between Sally Baldwin Buildings and Market Square
- Conflict between cyclists and pedestrians on bridges, especially the one between James and Vanbrugh Colleges. There is still a cycle path marked on this bridge but it is narrow. Also on other bridges cyclists are asked to dismount but this is often ignored.
- Confusing cycle route between the Biology Department and Heslington East
- Not enough seating in the area near the lake behind Vanbrugh College nucleus. This could be a nice area of campus and should be developed and improved.

Heslington East:

- poor lighting at night
- lack of security after normal working hours
- reduced bus service in vacation times
- building too spread out
- this part of campus is very exposed to the weather and there are no covered walkways so staff arrive at meetings cold and wet during inclement weather
- lack of spaces to eat especially during vacation times
- no supermarket
- automated windows in buildings that open when it is raining and close on warm, sunny days
- Poor hearing loops and signage to rooms, for example, LMB030/31
- Designated taxi drop off points on Heslington East are too far away from buildings
- Parking
- Car parks too far away from buildings for staff and visitors
- No designated parking bays for delivery vehicles
- There are disabled spaces in the cluster but a ticket is required to gain access through the barrier system.
- People with mobility impairments who are not registered disabled have to park in the car parks which are a located away from buildings.
- Arrangements for visitors to park involve the completion of a form with the car registration and then collecting a ticket for the Ron Cooke Hub reception so they can exit the barrier.
- Some departments are not using this part of campus, due to the complex arrangements for parking and finding suitable accessible rooms.

Campus in general

- Automated doors often fail and open when anyone walks past causing heat to escape.
- Concerns about timetabling of lectures in different building on campus that doesn't allow student to have enough time to travel
- Concerns that making campus accessible might compromise the needs of able bodied users of campus and cause resentment
- Microphones for assisted listening systems are often positioned near noisy projectors and this can cause problems for people with hearing impairments
- Signage in general is confusing; no list of building codes, location of signs (either too high or low)
- Route between Heslington West and Heslington East not totally accessible
- No automated doors on entrances to older buildings. Also heavy doors with no view panel to see if anyone is approaching from the other side of the door.
- Integration between Heslington West and Heslington East
- Ground maintenance should be improved so potholes are repaired
- Uneven surfaces on some cycle paths making them dangerous.
- Poor lighting at night
- Accessible routes around campus are not clearly marked and pose challenges for people with sight impairments
- Some parts of campus are not accessible for people with mobility impairments
- No useful information about meeting rooms on University website which makes planning difficult
- Walmgate Stray; no lighting, pathway narrow and no signage onto campus
- Bad transport links to other areas of York from campus
- No signage placed on automatic doors and lifts when they are 'out of order'
- Hearing loops not working in both teaching and meeting rooms. Additional equipment often required, for example, temporary loops, which take time to install. On Heslington East there is an infra-red system and people with hearing impairments have to wear a personal loop around their neck. This system doesn't work, users are embarrassed by the personal loops and feel disadvantaged. This has resulted in negative feedback from users. It was suggested that there should be more information on Planon about hearing loops.
- Confusion over room numbers since Goodricke College has moved to Heslington East. The old Goodricke College rooms are now part of James College but continue to have the coding of 'G'. This has resulted in students and staff arriving on the wrong part of campus for a lecture or meeting.
- If a member of staff, student or visitor has temporary mobility issues, for example, needs to use crutches after an operation, they are reliant on departments to make arrangements. It was explained that students can apply for a 'special circumstances parking permit' to use on campus.
- Also need to think about mature users of campus who are not registered disabled
- Suggested that there should be a question about access requirements when booking rooms.

- Concerns were raised that there is no internal communication system to report issues, for example, a lift not working. It was suggested that Twitter could be used to report issues and also get updates on changes to accessible routes on campus.
- The map of accessible routes on the web needs to be updated. It was suggested that 'Disabled Go' who work with other Universities have good access guides.

The Group then discussed priorities for the future.

Signage

- This is difficult especially on Heslington West where there are many points of entry
- Staff, students and visitors get lost trying to find rooms and buildings
- Building codes should be clearer
- Needs to be consistent across campus.
- Boundaries of buildings, for example, colleges, should be clear and indicated on maps.

Cycling

- Routes on campus need to be clearly defined to help all users
- Provide information about routes to and from campus
- Provide information for staff about the location of showers on campus
- Install lighting and a wider path on Walmgate Stray
- Regular maintenance to repair potholes on campus
- Car parking
- People with mobility impairments who are not registered disabled may find that car parks are a long way from buildings, especially on Heslington East
- Lighting is poor especially around entrances and exits
- Conflict at entrances and exits with cyclists and pedestrians
- Concerns about the location of disabled parking on Heslington East

Lighting

- Lighting on campus is poor at night

Doors

- Automated doors on some building are not able to operate in windy weather
- Inconsistency of automated doors, for example, open outwards/inwards or slide
- Timings of automated doors not set correctly to allow disabled people enough time to get through
- Heavy manual doors on entrances to buildings and corridors should be replaced
- Automated doors constantly opening and close. It was suggested that some should be replaced with semi-automated doors that are operated via a push pad.

Route between the Library and the lake via Market square

- This area has one of the highest level of footfall on campus
- The conflicts between pedestrian and cyclists using this area need to be resolved
- More grab rails should be installed

Bridge between James and Vanbrugh Colleges

- This is too narrow for pedestrians and cyclists
- The covered walkway has been removed

Bus stops

- The bus stop under the library bridge is a problem especially for wheelchair users. In addition there are health and safety issues for everyone crossing the busy road. It was explained that University does see this as a priority but has limited influence due to University Road being a public highway

Other suggestions

- Add covered walkways on Heslington East to link the main academic buildings.
 - The 'Campus Design' video stated that the development of Heslington East would mirror the best features of Heslington West. The Group felt strongly that the covered walkways on Heslington West were a positive feature and questioned why these had not been incorporated in to the design of Heslington East.
 - The open plan design of Heslington East leaves it exposed in windy and wet weather. The weather conditions have an impact on all users and would be greater for people with disabilities.
- A bespoke Twitter feed so users can report issues on campus and also get updates on changes to routes and/or problems on campus.

The Group were then asked to let Linda Brosnan know if they would like to be involved with discussions about access issues on campus, new designs and improvements and testing equipment, for example, hearing loops.

Access Audit of Campus
Notes from the focus groups with students
held on 26 February and 7 March 2014

A total of 11 (7, undergraduates and 4 postgraduate) students attend the focus group.

The sessions was led by Penn Snowden, Manager Disability Services (26 February), Peter Quinn, Director of Student Support Services (7 March) and Kathryn Burke, Student Intern

Film

A short film on 'Campus Design' was shown to the group.

Background

The Disability and Accessibility Group commissioned the Access Audit of Campus. The last audit took place in 2001 and since then, new legislation, The Equality Act 2010, has been introduced, the Campus has grown with the Heslington East development and new builds (Berrick Saul Building) and refurbishments (Library) on Heslington West.

The current audit forms part of the University's commitment to improving the campus for all. It will help us to identify and priorities improvements.

The finding of the audit will be presented to the Disability and Accessibility Group in May and feed into future developments of campus and the Campus Signage Project and the Google mapping of campus that are currently taking place.

The focus groups are a follow up to the questionnaire that was circulated to all students/staff.

Attendee participation

The attendees were asked to write positive and negative comments about the accessibility of campus on post-it notes.

Positives

Heslington West

- Lighting is generally good
- Campus feels open with distinct social spaces
- General layout and natural setting around the lake is good
- Refurbishments in Vanbrugh and Alcuin Colleges have improved accessibility in these areas
- Covered walkways are good especially in inclement weather
- Alcuin College East Wing is easily accessible by car
- James College and playing fields easily accessible by cycle and pedestrian routes
- Signage is good and consistent.

Heslington East

- New colleges and buildings are accessible
- Benches very good to prevent fatigue
- Good screens and speakers available in seminar rooms
- Pathways are accessible and well maintained
- Lifts are in all major buildings near staircases
- Good layout and clear pathways between buildings
- Goodricke College has double doors that stay open and make it easier for wheelchair users
- Campus in general
- Accessible toilets are easy to find and clearly marked
- Good open spaces and park environment
- Aesthetics of the campus are good which has a positive effect on students impressions of the University
- Easy to navigate around campus
- Good provision for cycle storage
- Plenty of benches available on campus
- Friendly, supportive and helpful staff
- A thirty minute gap between start time of lectures on Heslington West and Heslington East allows students enough time to travel across campus
- Good bus services between Heslington West and Heslington East
- Student Health Centre is well located and accessible
- Accessible buildings on campus are the Ron Cooke Hub, Library, Physics and Electronics Exhibition Centre and Hendrix Hall

Negatives

Heslington West

- Bad signage both inside and outside buildings
- Poor lighting in and around Halifax College, especially the road leading into St Lawrence and at the back of Wentworth College
- Not enough benches for people to sit on
- Conflicts with pedestrian and cyclists using the same pathways on campus
- Lifts too small, especially the one to access the Library
- Pathways to access the Library and shops at Market Square are too steep for wheelchair users
- Some disabled toilets are too small
- Uneven and muddy footpaths, for example, the one connecting the Sport Centre on Heslington West with Heslington Lane and James College to the Roger Kirk Centre near the bike sheds.
- Some buildings don't have lifts and meetings with academic staff cannot take place in offices. It was suggested that meetings should be located in accessible rooms within the department
- Confusion over the building codes, for example, ATB=Seebohm Rowntree Building and LFA=Harry Fairhurst

- Bridge between Vanbrugh and James College is too narrow for cycles and pedestrian. Also no covered pathway on this bridge
- Older buildings are difficult to navigate and upper floors are only accessible by stairs include, Wentworth, parts of Derwent, Alcuin College and James Colleges
- HYMS
 - Only footpath from Green Dykes Lane to the department is across a field which has no lighting and gets muddy in the Winter
 - Access to the Library from the department is via a set of steep steps and there is no signage
- Paths from Alcuin are not gritted in the Winter
- Footpaths not direct, for example, Derwent College to Wentworth College or the Psychology Department
- The bus stop under the Library Bridge is narrow and close to the road. Concerns were raised about the dangers of crossing University Road to get to the Library and the roundabout outside Heslington Hall.

Heslington East

- Poor lighting at night
- No covered walkways
- Not enough use of the natural environment; buildings appear to be isolated
- Accommodation not accessible for wheelchair users
- Car Parking; issues with barriers to access the cluster and parking bays. The map shows parking bays next to Goodricke but these are all disabled bays and no signage to show visitors where they can park.
- Signage on buildings on this part of campus are not visible from the road so users not sure which is the best entrance to use
- Due to the insufficient lighting at night students prefer to walk through the Ron Cooke Hub but the door on the rear entrance to the building is locked
- Science Park
 - Difficult to travel between Heslington East and the Science Park. Dropped curbs not opposite each other so wheelchair users have to travel on the road for part of the journey. This raised concerns about health and safety of wheelchair users travelling on the road and possible collisions with buses and other users.
 - Concerns about crossing the busy road between Derwent College and the Science Park. An accessible route available across the Chemistry Bridge that is longer
 - Gritting on the Science Park is patchy. Who is responsible for gritting this area?
- King's Manor
 - No direct bus route to King's Manor from campus. Currently students have to pay to travel into the City Centre so it was suggested that a free bus service should be provided for students living on campus who need to meet supervisors or attend lectures at King's Manor. It was explained that the Graduate Students' Association have raised this with the Transport Coordinator and the bus companies and were told that they had to demonstrate a demand for this service.

- Some students are given bus passes by their department to travel into town free of charge. It was suggested that this is standardised for all students travelling to King's Manor

Campus in general

- Inductions loops either not working and/or available in lecture theatres, for example, Hendrix Hall
- Difficult to find rooms on campus from building codes. It was explained that a full list of building codes is available on the website at <http://www.york.ac.uk/admin/estates/buildcodes.htm>. Suggest that a link to this page is added to timetables.
- Heavy, manual doors. Suggest these are replaced with automated doors.
- In some departments there is no social space for students to meet
- Lectures and seminars spread around campus and not in department
- Ice patches outside entrance doors to buildings.
- A request to provide crèche facilities on campus. It was explained that students with children would like to have the option of a crèche so they can leave a child for a short period of time, for example, 1-2 hours while taking an examination. Currently the Campus Nursery only takes booking for half and full days and additional childcare for examinations would be an additional expense.
- It was explained that Estates Services are finalising Access Handbooks for all buildings on campus. These should be available in hard copy from the reception/porters lodge and online
- No lighting and narrow cycle/pedestrian route across Walmgate Stray
- Signage is confusing and inconsistent
- Automated doors are too slow
- Locating rooms on campus is difficult when you are a new student. No always enough time allowed in the timetable to travel to lectures. Timetables for some students included directions to rooms.
- Suggested that there should be pedestrian crossings on University Road near the Library and at the roundabout by Heslington Hall
- Footpaths only one side of University Road
- Lecture capture system
- It was suggested that all lectures should be recorded to help negate issues with inaccessible venues. This raised concerns that permission to record would need to be sought from all presenters and all records would need captions adding for those students with hearing impairments.

Reasonable adjustments

- It was suggested that when a student declares a disability this information should be forwarded on to the department and the accommodation office so reasonable adjustments can be put in place for accommodation and exams. It was explained that some students who declare a disability request that the information is not passed on to their department.
- If a student applies for DSA (Disabled Student Allowance) they are provided with information about how to get help with exams.

The Group then discussed priorities for the future.

Signage

- Improve the interactive map showing accessible routes on campus.
- Improve signage both inside and outside buildings
- Lighting
- Improve lighting on campus, especially at night.
- Provide lighting on the main pathway between Heslington West and Heslington East

Doors

- Replace heavy manual doors at building entrances and in corridors with automated one especially on Heslington West. Examples, The Courtyard, Café in the Seebohm Rowntree Building and corridors in the Biology Department. It was explained that there is a ten year plan to redevelop Heslington West and this suggestions would be fed into the project manager.
- Inconsistency of automated doors, for example, open outwards/inwards or slide and timing of sensors different. It was suggested that these should be standardised.

Add covered walkways on Heslington East to link the main academic buildings.

- The 'Campus Design' video stated that the development of Heslington East would mirror the best features of Heslington West. The Group felt strongly that the covered walkways on Heslington West were a positive feature and questioned why these had not been incorporated in to the design of Heslington East.
- The open plan design of Heslington East leaves it exposed in windy and wet weather. The weather conditions have an impact on all users and would be greater for people with disabilities.

Kings Manor

- Free bus travel for student who live on campus and need to attend supervision meetings and lectures at King's Manor

Hearing loops

- Suggest that a personal microphone is provided in every lecture theatre and presenters asked to use them
- Replace hearing loops in lecture theatres that are not working
- Reporting system for refurbishments and repairs on campus

Other suggestions

- A member of the group suggested that there should be a system to report suggested refurbishments to help access on campus. For example, the three steps at the junction of the pathway from the bus stop at Heslington Hall to the covered walkway at the rear of building which could be replaced by a ramp. It was explained that students can report issues via Planon. The attendees were not aware of Planon and proposed that a system should be simple to use and have the facility to upload a photo from a smartphone.

- Replace the bridge between Vanbrugh and James Colleges.
- Cycle routes on campus should be clearly marked and be separate from those used by pedestrians
- Improves the pedestrian route from Green Dykes Lane to the Hull York Medical School, Library and Alcuin College.
- Improve the procedures for booking car parking in the Heslington East cluster.
- Review the process for timetabling examinations so they are not scheduled too close together.
- Add lighting and a wider path on Walmgate Stray.
- Look at adding pedestrians crossings on University Road near the Library and Heslington Hall

The Group were then asked to let Linda Brosnan know if they would like to be involved with discussions about access issues on campus, new designs and improvements and testing equipment, for example, hearing loops.