

# Accessibility audits of sites within the Causeway Coast and Glens Heritage Trust area

Improving access for disabled residents and visitors



Prepared by Direct Access Consultancy Limited  
Summer 2021



## Review and Approval

Action	Name and Role	Signature
Prepared by	Steve Dering MSc, MIFSM, Grad IOSH, CPABE Chief Operations Officer  Tom Morgan NRAC Senior Access Consultant	
Technical review by	Steven Mifsud MBE Director	
Approved by	CCGHT	

## Revision History

Revision	Description	Date
1	First issue	20 September 2021
2	Second Issue	

## Document Restriction Level

Restricted Document	<input type="checkbox"/>	Unrestricted Document	<input checked="" type="checkbox"/>
---------------------	--------------------------	-----------------------	-------------------------------------

## Disclaimer

This report may not be copied or reproduced by any means without prior written permission from Direct Access Consultancy Limited. If you have received this report in error, please destroy all copies in your possession or control and notify Direct Access Consultancy Limited.

This report has been prepared for the exclusive use of the commissioning party and unless otherwise agreed in writing by Direct Access Consultancy Limited, no other party may use, make use of or rely on the contents of this report. No liability is accepted by Direct Access Consultancy Limited for any use of this report, other than for the purposes for which it was originally prepared and provided.

Opinions and information provided in the report are based on Direct Access Consultancy Limited using due skill, care and diligence in the preparation of the same and no warranty is provided as to their accuracy. It should be noted, and it is expressly stated that no independent verification of any of the documents or information supplied to Direct Access Consultancy Limited has been made.

## Contact information

30 Mount Drive  
Nantwich  
Cheshire  
CW5 6JG  
Website – [www.directaccessgp.co.uk](http://www.directaccessgp.co.uk)

**Steven Mifsud MBE – Director**  
[smifsud@directaccess.group](mailto:smifsud@directaccess.group)  
+44 845 056 4421

**Steve Dering – Project Manager**  
[sdering@directaccess.group](mailto:sdering@directaccess.group)  
+44 845 056 4421

**Tom Morgan – Senior Access Consultant**  
[tmorgan@directaccess.group](mailto:tmorgan@directaccess.group)  
+44 845 056 442

## Contents

<b>1. Acronyms, Abbreviations and Definitions.....</b>	<b>6</b>
1.1 Acronyms and Abbreviations.....	6
1.2 Glossary of Terms.....	7
<b>2. Executive Summary.....</b>	<b>10</b>
2.1 Executive summary.....	10
<b>3. Documents.....</b>	<b>11</b>
3.1 Documents.....	11
<b>3. Introduction.....</b>	<b>13</b>
3.1 Commissioning.....	13
2.3 Causeway Coast and Glens Heritage Trust .....	14
2.4 Accessibility audit.....	15
<b>3. Consultation .....</b>	<b>20</b>
3.1 Community engagement .....	20
3.2 Feedback.....	21
3.3 Key issues identified .....	25
<b>4 Access Audit Report .....</b>	<b>26</b>
4.1 Access Audit Format .....	26
4.2 Priority Ratings & Definition .....	27
4.3 Cost Bands.....	27
<b>5. Armoy Village playing field.....</b>	<b>28</b>
<b>5. Ballycastle Monument .....</b>	<b>35</b>
<b>6. Ballycastle Visitor Information Centre .....</b>	<b>37</b>



7. Bonamargy Friary (ruins of).....	41
8. Cushendall Beach .....	46
9. Downhill Demesne .....	52
10. Dunluce Castle .....	75
11. Glenmona House and Cushendun Village Walk.....	95
12. Portrush Strand .....	119
13. Waterfoot beach .....	125
14. Additional areas .....	138
16. Appendix.....	141
16.1 List of disability organisations reached out to as part of the consultation .....	141
16.2 List of other organisations engaged either during consultation process or onsite .....	141
16.3 Causeway Coast and Glens Heritage Trust (CCGHT) Contact Details.....	141



# **1. Acronyms, Abbreviations and Definitions**

---

## **1.1 Acronyms and Abbreviations**

Acronym/Abbreviation	Expansion
<b>Area of Outstanding Natural Beauty (AONB)</b>	A specific area that has been designated for conservation due to its significant landscape value
<b>CCGHT</b>	Causeway Coast and Glens Heritage Trust
<b>DAERA</b>	Department for Agriculture, Environment and Rural Affairs
<b>DDA</b>	Disability Discrimination Act 1995
<b>DFI</b>	Department for Infrastructure
<b>NIEA</b>	Northern Ireland Environment Agency
<b>UNESCO</b>	United Nations Educational Scientific and Cultural Organisation
<b>WHS</b>	World Heritage Site

## 1.2 Glossary of Terms

Term	Definition
<b>Disabled People</b>	Includes those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.
<b>Personal Assistant</b>	A personal assistant will enable disabled people to live their day-to-day life as normal as possible and assist the individual to take part in everyday activities that other people take for granted. The duties of a Personal Assistant will vary with each individual.
<b>Sign language interpreter</b>	A sign language interpreter will translate from a spoken language into a sign language and vice versa.
<b>Audio Description</b>	A person will audibly describe an item or exhibit to assist someone who is Blind or has a vision impairment.
<b>Inclusive design</b>	Approach to the design of the environment, including buildings and their surrounding spaces, and managed and natural landscapes, to ensure that they can be accessed and used by everyone.
<b>Light reflectance value (LRV)</b>	Total quantity of visible light reflected by a surface at all wavelengths and directions when illuminated by a light source.
<b>Manifestation</b>	Permanent markings or features within areas of full-height transparent glazing, glazed walls or screens, fully glazed doors or glass doors, which help to prevent collisions by making the glazing more visible to building users.
<b>Illuminance or Luminance</b>	Amount of light falling on a surface, measured in lumens per square metre (lm/m <sup>2</sup> ) or lux (lx).
<b>Level</b>	Gradient not steeper than 1:60.

Term	Definition
<b>Nosing</b>	Front edge portion of a tread and riser or landing and riser.
<b>Ramp</b>	One or more inclined surfaces with a gradient between 1:20 and 1:12.
<b>Refuge</b>	Area that is both separated from a fire by fire-resisting construction and provided with a safe route to a storey exit, thus constituting a temporarily safe space.
<b>Unisex</b>	(Of sanitary accommodation) designed for use by all, with or without assistance.
<b>Colour (or visual) contrast</b>	Perception of a difference visually between one surface or element of a building and another by reference to their light reflectance values (LRV).
<b>Way-finding</b>	Means of ensuring that someone can find their way, avoid obstacles, and know when they have reached their destination.
<b>Dropped Kerb</b>	Construction in the form of an inclined plane that makes it possible to pass from street level to a higher accessible pedestrian path.
<b>Interaction space</b>	The interaction space is the space required by a person to interact with another person, furniture, appliance, machine or another item.
<b>Mobility aid</b>	A device that is used by persons with functional limitations to assist walking. Examples include canes, arm crutches, and walkers. Within this report the term “wheelchair” is used to include manual wheelchairs, sports chairs, electric powered wheelchairs and mobility scooters, unless otherwise stated.
<b>Mobility device</b>	A manual or motorised device to be used by persons with functional limitations in their mobility. Examples include manual and sports wheelchairs, electric powered wheelchairs, and three and four-wheeled mobility scooters.

Term	Definition
<b>Operable with the elbow</b>	<p>This expression is frequently used in this report. It is used as an abbreviated explanation of the manual operations that can be executed:</p> <ul style="list-style-type: none"> <li>• With one hand only</li> <li>• Without wrist turning</li> <li>• Without finger grip</li> <li>• Not requiring very precise psychomotor skills</li> <li>• With low strength requirements</li> </ul>
<b>PTV</b>	<p>Pendulum Test Value. This parameter provides information about the slipperiness of a floor surface. Floor manufacturers may provide this value in the technical specifications of their products. Pendulum Test Value (or sometimes BPN, British Pendulum Number, or SRV, Slip Resistance Value). The standard EN 13036-4 determines the test methods.</p>
<b>Newton</b>	<p>The newton (symbol: N) is the International System of Units (SI) derived unit of force. 1 newton of force is the force required to accelerate an object with a mass of 1 kilogram 1 meter per second per second.</p>
<b>Lux</b>	<p>The lux (symbol: lx) is the SI derived unit of illuminance and luminous emittance, measuring luminous flux per unit area. It is equal to one lumen per square metre. In photometry, this is used as a measure of the intensity, as perceived by the human eye, of light that hits or passes through a surface.</p>

## 2. Executive Summary

---

### 2.1 Executive summary

Causeway Coast and Glens Heritage Trust (CCGHT) has set out to assess accessibility provisions across the area it operates within. The aim is to identify options that the Trust can take forward. It is intended that this report provides a variety of options which include:

- Works that can be resolved by the relevant local authority
- Minimal cost options that have an immediate impact
- Works that can be implemented with funding in place
- Works that can form part of a three-year plan to source funding

The key recommendation that arose from the consultation process was a need for information on the accessibility and availability of facilities around the Causeway Coast. Working with Tourism NI, information could be gathered and presented online enabling people to plan a route to accessible venues and accessible washrooms or Changing Places facilities.

A further key issue relates to signage and how it can be improved to be more useful to disabled people. Improvements to signage are recommended in this report with a particular emphasis placed on the information provided on directional signage. Directional signage, maps and fingerpost signage should be improved to include information regarding distances, gradients and the presence of styles and steps.

Several audited routes were suitable to be designated as accessible or multi-user routes and in some areas improvements in surfacing can allow for more of these routes to become available. Making disabled people aware of these footpaths and routes will help to attract more disabled people to benefit from the unique and stimulating visitor experience offered by the Causeway Coastal Route and adjacent area.

The report has also highlighted numerous smaller issues relating to the specification of seating, toilets, car parking and other facilities in order for these features to meet best practice standards. These issues may not be resolved immediately but should be considered over time as part of repairs, refurbishment, and procurement.

In summary the recommendations of this report place the availability information both online and on the ground as the highest priority. The recommendations are generally repetitive in nature due to the similarity of the various sites audited. The area provides wonderful and accessible experiences that need to be improved upon and communicated appropriately to disabled people.

## **3. Documents**

### **3.1 Documents**

The following documents are used as the main sources of comparison in this report.

<b>Acronym/Abbreviation</b>	<b>Expansion</b>
<b>TB R</b>	Building Regulations NI, Technical Booklet Part R, Access to and use of buildings.
<b>TB E</b>	Building Regulations NI, Technical Booklet Part E, Fire Safety.
<b>TB H</b>	Building Regulations NI, Technical Booklet Part H, Stairs, ramps, guarding and protection from impact.
<b>BS8300-1</b>	BS8300-1:2018; Design of an accessible and inclusive built environment, Part 1: External environment — Code of practice. (Both parts 1 and 2 of BS8300:2010 will be referred to as BS8300 throughout this report).
<b>BS8300-2</b>	BS8300-2:2018; Design of an accessible and inclusive built environment, Part 2: Buildings — Code of practice. (Both parts 1 and 2 of BS8300:2010 will be referred to as BS8300 throughout this report).
<b>BS9999</b>	BS9999: 2017 Code of practice for fire safety in the design, management and use of buildings.
<b>BSEN 81-70</b>	BSEN 81-70:2003 Safety rules for the construction and installation of lifts. Part 70: Accessibility to lifts for persons including persons with disability.

Acronym/Abbreviation	Expansion
<b>BS7913</b>	British Standards BS 7913:2013 Guide to the Conservation of Historic Buildings.
<b>DDA</b>	Disability Discrimination Act 1995 (and regulations)
<b>ECNI</b>	Equality Commission for Northern Ireland Disability Code of Practice
<b>RNIB SIR</b>	RNIB See it right, making information accessible, 2006
<b>EFA</b>	Exhibitions for All, National Museums Scotland, 2002
<b>S75</b>	Section 75 and Schedule 9 of the Northern Ireland Act 1998
<b>SGAD</b>	Smithsonian Guidance for Accessible Exhibition Design, 2005
<b>SDG</b>	Sign Design Guide, Barker and Fraser, Sign Design Society, 2000
<b>GOTP</b>	Guidance on the use of Tactile Paving Surfaces, DFT, 2007



## 3. Introduction

---

### 3.1 Commissioning

Causeway Coast and Glens Heritage Trust (CCGHT) in 2020 appointed Direct Access Consultancy Limited to carry out a disability access audit to assess provisions for both CCGHT and provisions within the three Areas of Outstanding Natural Beauty (AONB). These are:

- Causeway Coast AONB.
- Antrim Coast and Glens AONB.
- Binevenagh AONB.

Within the Causeway Coast AONB is the Giant's Causeway and Causeway Coast UNESCO World Heritage Site, the only such site in Northern Ireland and one of just three in the entire island of Ireland.

The aim of the project has been to equip CCGHT to identify ways of focusing efforts to enhance access for disabled users within the three AONBs. The initial aim was to undertake a series of consultations with local stakeholder groups to ascertain issues that they considered paramount and to select a range of sites that could be used for in-depth analysis and development of recommendations.

This report is part of a suite of project deliverables which also included developing an Equality Policy and Access Guidelines for CCGHT.

Making heritage available for future generations is a key part of sustainable conservation practices, which should include the participation of people from all ages and abilities. Achieving heritage accessibility is much more than just adding elevators and ramps. It includes being sensitive to the preservation of these sites for generations to come. Technological developments have helped to pave the way to creating an accessible experience while respecting and preserving protected monument status.

### 2.2 AONBs in Northern Ireland

AONBs in Northern Ireland are designated under the Nature Conservation and Amenity Lands Order (NI) 1985. Under this legislation the Department for Agriculture, Environment and Rural Affairs (DAERA) may in relation to an AONB develop proposals for:

- Conserving or enhancing the natural beauty or amenities of that area
- Conserving wildlife, historic objects or natural phenomena within it.

- Promoting its enjoyment by the public
- Providing or maintaining public access to it.

CCGHT receives support from DAERA and NIEA to undertake a range of activities.

## 2.3 Causeway Coast and Glens Heritage Trust

The Causeway Coast and Glens Heritage Trust was established in May 2002 as a partnership body with the responsibility of promoting and enhancing the unique qualities of the Causeway Coast and Glens area. Within the Trust's boundary, which encompasses an area of more than 3400 km<sup>2</sup>, there exists a wide variety of scenic landscapes, important wildlife resources and a rich cultural heritage.

This rich cultural heritage significant contributes to the area's significance as a major tourist destination. The Trust is committed to environmental management which will protect the unique heritage of the Causeway Coast and Glens area. It aims to promote a sustainable tourism/development industry for the benefit of visitors and the people who live and work here, including disabled people. The Trust arose from the work of the Causeway Initiative which brought together a range of different organisations including landowners, local Councils and the farming, tourism, education, environment and community sectors.

The Causeway Coast & Glens Heritage Trust (CCGHT) consists of a Board of 14 Directors, 6 Council officers with tourism and countryside management expertise and 4 observers from the tourism and environment sectors. The Trust provides a secretariat service for the Antrim Coast & Glens AONB, Binevenagh AONB, the Causeway Coast AONB Management Forums and the Sustainable Tourism Forum. The CausewayCoast & Glens Heritage Trust is a member of the Europarc Federation, the National Association of AONBs, NICVA, NIPAN and the NI Environment Link. The five objectives which constitute the Causeway Coast & Glens Heritage Trust's Business Strategy are:

1. To develop sustainable and effective partnerships
2. To raise awareness of the unique and special qualities/character, in both landscape and heritage terms (natural, built and cultural) of the 3 AONBs and their surrounding area
3. To deliver an excellent protected area management provision for the CCGHT geographical area
4. To ensure best practice in sustainable development principles throughout the CCGHT geographical area
5. To deliver a sustainable, efficient and effective core activity/management for CCGHT

## 2.4 Accessibility audit

This access audit addresses and recognises the requirements of the Disability Discrimination Act (DDA) 1995 and amendments. The report includes recommendations for required remedial actions and ongoing monitoring and control measures. Guidance is also referred to such as BS8300: 2018 – Design of an Accessible and Inclusive Built Environment – Code of Practice; along with other applicable sources where appropriate.

This Access Audit will review accessibility for disabled people and compliance with the duties of the client under the Disability Discrimination Act. The audit will benchmark against the relevant Building Regulations and offer recommendations to improve access further to achieve compliance with best practice standards wherever possible within the context of building use, heritage, conservation, and structural and management constraints.

The Part R Building Regulations and BS 8300:2018 offer recognised and respected guidance regarding many physical, sensory, and cognitive access issues. The Equality Commission offer specialised guidance on various aspects of legislation, disability equality, and access to the built environment for disabled people.

This Access Audit has been analysed alongside the Technical Booklet R: 'Access to and use of buildings' 2012 Edition (ADR) and British Standard BS8300:2018 'Design of buildings and their approaches to meet the needs of disabled people' (BS8300). It is recommended that when carrying out the improvement works identified in this report they are specified with this document as the standard reference point.

This Access Audit report is compiled using photographic evidence, information and other evidence gathered during site visit(s) carried out in summer 2021.

Where inclusive design advice is given, this takes account of 'reasonableness' with regard for the Disability Discrimination Act, policy and duties with the expected use of the building or site. What may be considered reasonable to provide may on occasion exceed the minimum standards given in Part R and other building regulations and adheres to BS 8300 and other guidance.

Standards used in this report include: -

- Building Regulation; Technical Booklet R – Access to and Use of Buildings. 2012.
- Building Regulation; Technical Booklet E – Fire Safety. 2012.
- Building Regulation; Technical Booklet H – Stairs, ramps, guarding and protection from impact. 2012.

- BS8300-1:2018; Design of an accessible and inclusive built environment. Part 1: External environment — Code of practice.
- BS8300-2:2018; Design of an accessible and inclusive built environment. Part 2: Buildings — Code of practice.
- BS 9999:2017; Fire safety in the design, management and use of buildings – Code of practice.
- BSEN 81-70:2003 Safety rules for the construction and installation of lifts. Particular applications for passenger and good passenger lifts - Part 70: Accessibility to lifts for persons including persons with disability.

Please note however the Disability Discrimination Act is not prescriptive in its recommendations to improve accessibility. As such, compliance with the Act cannot ultimately be determined or used as a method for assessing accessibility. Only tangible standards set out in guidance documents such as BS 8300 can be referred to for ‘compliance’.

## 2.5 Disclaimer

The Disability Discrimination Act is not compliance based and the implementation of advice and recommendations given in good faith in this report cannot guarantee compliance with the duties of the Act or ensure immunity from the award of damages under the Act. For information regarding issues arising from the interpretation of the Disability Discrimination Act it is strongly recommended that suitable legal advice is sought.

The recommendations given in this report are for guidance only and should not be acted upon to alter physical features of a building without knowledge of the building fabric, structure and status and the engagement of suitably qualified professionals.

The standards, guidance and legislation referred to in this report are current at the time of writing and may be subject to change in the future.

## 2.6 Purpose of an access audit

The purpose of the access audit is to assess how well a site performs in terms of access and ease of use by a wide range of potential users, including disabled people.

The audit provides a certain “snapshot” of a site at one point in its life. As the starting point of an ongoing access action plan, it can be used to highlight areas for improvement as well as a general risk assessment.

The most obvious part of a site, which determines its accessibility, is the shell. Decisions made by the design teams can fundamentally affect the accessibility for a long time.

When a site is fitted out, fixtures and fittings can be critical. Most do not survive as long as the building itself, and if deficiencies are identified, these can be included in the next potential refurbishment.

A building is next furnished and equipped, and at this stage many mistakes can occur. Furnishings are generally short-lived so opportunities for improvement tend to occur more regularly.

Finally, as a site is occupied, the way it is used and managed becomes crucial. Accessibility is affected when bad housekeeping exists causing tripping hazards or over-zealous polishing leads to slippery floors. Continual monitoring by management therefore has a considerable role to play.

## 2.7 Legislative Context

The Disability Discrimination Act 1995 (DDA), as amended, in Northern Ireland aims to prohibit discrimination, harassment and victimisation. Under the DDA there is an anticipatory duty to reasonably predict and accommodate the needs of disabled people.

The definition of a disabled person under the DDA is 'someone who has a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day to day activities'.

Government figures indicate that there are around 13.3 million disabled people in the UK (almost one in five of the population)<sup>1</sup>. Around 7% of children are disabled, compared to 18% of working age adults and 44% of adults over State Pension age<sup>2</sup>.

Under the DDA, discrimination includes:

- **Direct discrimination** - because of their disability a disabled person receives worse treatment than somebody who is not disabled.
- **Indirect discrimination** - a policy rule or practice that is applied to everyone places people with a particular disability at a disadvantage compared to people without that particular disability, unless it can be justified.

---

<sup>1</sup> Family Resources Survey 2015/2016 [www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/600465/family-resources-survey-2015-16.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/600465/family-resources-survey-2015-16.pdf)

<sup>2</sup> Family Resources Survey 2015/2016 [www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/600465/family-resources-survey-2015-16.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/600465/family-resources-survey-2015-16.pdf)

- **Discrimination arising from disability** - a disabled person is treated unfavourably because of something connected with their disability but not their disability itself unless it can be justified.

The DDA gives disabled people rights in:

- employment
- access to goods, facilities, and services, including transport
- the management, buying or renting of property
- education.

Under the DDA It is unlawful for service providers to treat disabled people less favourably for a reason related to their disability. Service providers must not **refuse to serve a disabled person, offer a disabled person a lower standard of service or offer a disabled person less favourable terms**. For service providers who offer services to the public to meet their obligations under the DDA, they must make reasonable adjustments. The duty to make reasonable adjustments is triggered when a disabled person finds it 'impossible or unreasonably difficult' to access services. To make a reasonable adjustment, a service provider may have to:

- change a **practice, policy or procedure** which makes it impossible or unreasonably difficult for disabled people to use their services, for example, amending a “no dogs” policy to allow a disabled person accompanied by a guide dog to enter their premises.
- provide an **auxiliary** aid or service if it would make it easier for disabled people to make use of their services, for example, the provision of information in alternative formats such as audio tape, Braille, or large print.
- provide a reasonable **alternative method** of making services available to disabled people where a **physical feature** makes it impossible or unreasonably difficult for disabled people to make use of them, for example, providing staff assistance to disabled customers who cannot access goods due to their disability when shopping.

The DDA does not override other building related legislation such as planning, building regulations, listed building, health & safety, or fire regulations. The DDA does not provide any prescriptive design guidance relating to buildings or services. Where guidance is required the range of standards referred to in this report offer a measure to justify any decisions taken during the implementation of reasonable adjustments.

Further information and Codes of practice on the DDA and its application can be found at <https://www.equalityni.org/ReasonableAdjustments>

## 2.7 Factors contributing to accessibility

There are many factors that contribute to accessibility, the most obvious being the building itself and the fixtures, fittings, furniture and equipment.

It is important that awareness is raised regarding other factors that have an impact on the day to day running of a building and the operation and provision of any auxiliary aids or services.

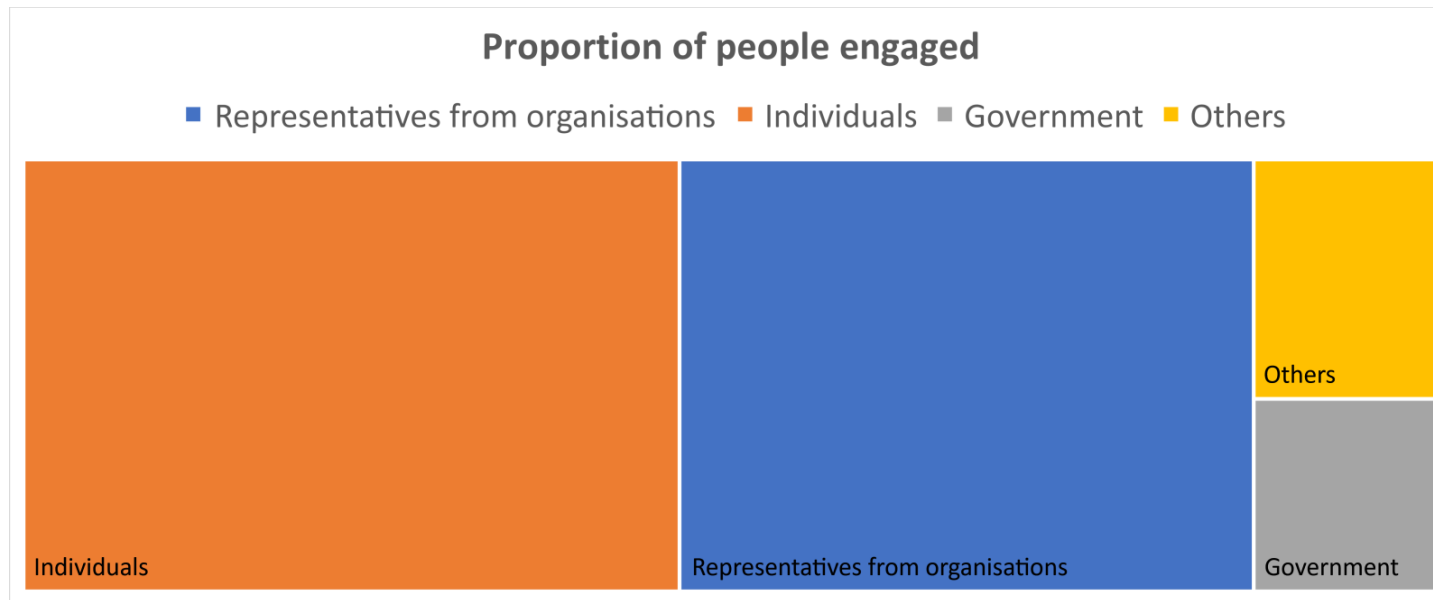
The training, attitude and disability awareness of staff and volunteers contributes greatly to the accessibility of the building and is a crucial area to consider. The policies and procedures used to manage a building are another crucial area that impacts upon accessibility. Policies and procedures can dictate maintenance and procurement strategy that affect the accessibility of the building in the long-term. Making adjustments in these areas as a result of an access audit will maintain and improve access for disabled people and for everyone using the building.

There are factors beyond the immediate boundaries and responsibilities of the audited areas that also have a huge impact on accessibility. The surrounding services, such as transport provision and connecting pedestrian infrastructure, provide connecting access for disabled people. These areas are rarely the responsibility of the client, but they can be monitored and managed to ensure that related accessibility concerns are reported to the relevant authorities.

### 3. Consultation

#### 3.1 Community engagement

Direct Access contacted 25 organisations in the Causeway Coast and Glens Heritage Trust's operational area that were suggested as points of engagement at the beginning of the project and also subsequently sourced through research, local knowledge and contacts. Organisations from outside CCGHTs geographical area were also engaged where significant links with the area was evident. A list of the organisations approached is in Appendix A. There are further organisations that received information from umbrella bodies Direct Access approached. These are also listed in Appendix A where they have become known to Direct Access through contact being made. Fig 1 illustrates the proportion of different stakeholders engaged – the individuals are all disabled people living in the Causeway Coast and Glens Heritage Trust's operational area.



**Fig 1:** Proportion of people engaged in consultation by nature of engagement.



Information was made available on social media with:

- Easy read information leaflet.
- Information video explaining the consultation with sign language and subtitles included.

Most meetings with organisations took place via online video conferencing with several initial meetings leading to a follow up meeting. Some organisations also recommended individuals or facilitated engagements with individuals to gather their feedback on accessibility within the Causeway Coast and Glens Heritage Trust's area.

Three online discussion forums were held with the support of their respective organisations with groups ranging from 8 to 14 people to contribute their thoughts on accessibility. The formats of the meetings were left open with a brief explanation of the rationale for CCGHT followed by an open floor discussion. Most comments received were broad in scope and aspirations rather than focused on a specific site or group of sites.

Changing distancing requirements from COVID and lockdown restrictions made it challenging to establish in person meetings which may have been easier for some disability cohorts uncertain with using online technology to engage with the programme. Discussions with CCGHT confirmed there were sufficient information and locations identified to undertake audits and provide an overview of areas for potential further engagement work in the future.

### 3.2 Feedback

The bullet points are a summary of the feedback from a variety of consultation sources.

- Accessibility of beaches was considered a key area with more engagement of local surf clubs.
- A bigger focus was required on equipment provision and mobility to access opportunities.
- There are many sites with different topography creating mobility issues particularly if this changes from car parking facilities to the end destination.



- Resources are needed to support the planning of new walks and how to improve interpretation particularly for neurodiverse visitors.
- Development of QR Codes to enhance accessibility.
- More engagement of hidden and sensory disability cohorts who may not be empowered to self-advocate.
- Play areas – one family highlighted how their teenage autistic children could not understand why they were no longer able to access a play area restricted to younger children.
- Communication tools were needed for information talks such as speech to text devices.
- Engagement with transport providers is critical – many bus stops are not easily identifiable (for example a sign on a lamppost, no shelter) therefore people may not be aware they are not standing in the right spot for a bus to stop.
- Challenges with bus services around user volume. In some locations where buses may run twice a day if the bus arrives and a wheelchair user is already on the bus, then there is no alternative option.
- Cycling infrastructure – there are cycle lanes in place and could be explored further. Dual use lanes for foot traffic and cycle traffic needs to consider suitability for visually impaired users and Guide Dogs.
- Develop a Sighted Guide programme (A Royal National Institute for the Blind initiative utilising volunteers to walk with a visually impaired person and explain what they are experiencing).
- Northern Ireland’s strategic approaches often combine accessibility for children with that of adults. The requirements for each are significantly different. Young people do not always identify as disabled therefore may not engage in services or provision that is marketed as for disabled people.
- Development of Greenways<sup>3</sup> in the Causeway Coast area.
- Car parking in some areas is limited to parking on verges which are not accessible for some people.
- Benone Strand was identified as an exemplar beach which was announced in 2017 as Northern Ireland’s first fully inclusive beach.



<sup>3</sup> “Greenways are traffic-free routes connecting communities to all kinds of destinations for commuting, everyday journeys or leisure and recreation.” Strategic Plan for Greenway, Northern Ireland Department for Infrastructure, 2016. Source: <http://nigreenways.com/>

- Children in Need part funded a Surf School, but people are not aware of the school or how to access it.
- Googling Causeway Coast will not assist with identifying accessible toilets and Changing Places facilities.
- Cushendun would be an ideal location for a Changing Places facility as near forest walks and there is no provision in Mid-Antrim.<sup>4</sup>
- Carrick-A-Rede rope bridge is not accessible.
- The Visitor Centre in Ballycastle has some information. The entry button is an issue.
- Parking is a major issue in Ballycastle with only one or two accessible parking spaces<sup>5</sup>.
- Traffic is also a key issue in Ballycastle.
- Portrush has plans for a new access project, perhaps in 2022.
- There is a lack of accessible accommodation and information about accommodation for visitors.
- There are plenty of public relations opportunities such as illustrating how disabled people are accessing current opportunities. This appears to be missing.
- Easy access to beaches needed – more resting places between car park and beach.
- Portrush needs toilets near the beach.
- Smell and hygiene issues with some toilets.
- Not enough changing areas.
- Baby changing spaces within accessible toilets causing issues with disabled people queuing to access toilets.
- Some people are finding it difficult to buy keys – others have stated that it is too easy to buy keys online so anyone can buy keys.
- Approaches to some toilets are ‘rocky’ as no concrete pavements in place and some have lips/stepped entrances (no specific locations were given).
- Where cycle paths have been installed the raised flat-topped bars are difficult to cross.
- The Changing Places facility in Portrush is near the car park but people are often unaware it is there especially if they do not know the area.
- To access the Changing Places facility you have to pay for the car park and then ask to use the facility.
- Need information online about where toilets are, which are accessible and distance from car park.
- No ramped access to train and bus.
- Buses only have one accessible space.

---

<sup>4</sup> Post-consultation research identified Changing Places facilities at Causeway Coast Visitor Centre, two in Portrush, one in Carnfunnock County Park and two in Ballymena with a large area of the Causeway Coast not near a suitable facility.

<sup>5</sup> On inspection in August 2021, the number of spaces had increased.

- Not every train or bus has ramped access.
- If a train is too long in length it will not stop at some stations.
- Sometimes it is not possible to know which station a train will stop at.
- You do not know if a bus stop at the end of a journey is accessible.
- Visitors arrive at a place tired and unable to fully appreciate a site due to efforts in negotiating barriers in getting from A to B.
- Ballycastle has a really good accessible path through the town.
- Benone Beach has toilet facilities when you get out of the car there are steps<sup>6</sup>.
- Virtual tours of sites.
- QR codes linking to sign language interpreters to translate content.
- Hearing loop systems should be installed and operational with testing and staff training in place.
- Deaf awareness training for staff.
- Downhill was identified as being popular with Deaf people however as staff cannot sign communication difficulties sometimes occur.
- Giants Causeway Visitor Centre – Hearing people have access to audio in different languages. Deaf people would like to see the use of QR codes with videos using International Sign, British Sign Language and Irish Sign Language to provide the same level of information hearing people can access.
- Some Deaf people wanted tours in sign language, others preferred QR or a similar session to go round at their own pace.
- Deaf people are particularly keen on Games of Thrones and its association with the Causeway Coast.
- Location of hearing loop systems are not always sign posted.
- If staff have sign language training it would be helpful to indicate on uniform or signage.
- Emergencies after hours (in relation to beaches and some historical sites) – QR links to emergency services.
- Deaf awareness for tour guides including how to use loop systems. Some hard of hearing people do not feel confident to inform guides if systems are not functioning properly.
- People do not know where to get information both generally and in accessible formats.
- Access to video relay interpreting may be useful. It would be useful to know which organisations enable access to these services. Councils may have these in main reception areas but not within visitor information centres.
- Deaf community in Northern Ireland includes both British Sign Language and Irish Sign Language native users.

---

<sup>6</sup> Inspection of site using Google Earth indicated that there is sloped access to the rear. This could be clearer marked. The designated accessible parking spaces should be marked out at least 2.4m wide x 4.8m long plus a 1.2m side transfer zone at the side and end of the bay and the access symbol located in the centre. A sign should be present to the front of each bay with its lower edge 1000 mm above the ground with the words “Blue Badge holders only”.

- Transport information needs to be provided in both British and Irish Sign Languages.

Some additional information was provided about areas outside of CCGHTs geographical area such as the accessibility of parks within Derry-Londonderry. These have not been included.

### 3.3 Key issues identified

The key emerging theme from consultation was that there is a lot of good things happening, but the information is not getting to the people it needs to reach. Information about toilet facilities is limited which poses significant challenges for disabled people who are looking to plan trips around the Causeway Coastal Route and adjacent area.



CCGHT should consider the development of an accessible information strategy that collates information about accessible aspects of the area that would enable a visitor to travel along the Causeway Coastal Route, staying in accessible accommodation, using Changing Places facilities and accessing various attractions and landmarks. Information about public transport should go beyond a statement that buses are low level to providing information on accessibility at bus stops and the nearest facility. Accessibility should feature at every touch point in a visitor's journey from thinking about and researching a visit, travel to the area, visiting the sites that they want to visit and home again.

The signage featured throughout the area should be reviewed and a policy made to produce uniform accessible design that meets best practice in terms of legibility, location, and content. More information needs to be available on signage such as surfacing, distances, gradients, and the presence of obstructions like steps and styles. Having informative signage that is consistent and recognisable throughout sites allows disabled people to plan and access areas with confidence that their chosen route will be suitable for their access requirements.

In conjunction with the provision of improved visitor information and signage the footpath network should be subject to evaluation in order to identify potential accessible multi-user routes. Consider how surfaces can be improved and routes connected to create comfortable accessible multi-user routes that all disabled people can use in order to experience the unique visitor experience the whole Causeway Coast and Glens area offers.

## 4 Access Audit Report

### 4.1 Access Audit Format

No:	Item	Identification	Comment	Recommendation	Priority	Cost Band
Action Number	Location / Drawing / Item	A screen grab with the relevant area highlighted	A description of the relevant issue and how it effects accessibility and/or usability	A recommendation to resolve the issue accompanied by a reference to applicable guidance where possible	1, 2, 3. As described in 4.2.	A, B, C, D, E, G, M. As described in 4.3.
No:	Item	Identification	Comment	Recommendation	Priority	Cost Band
128	Dunluce Castle / Reception / Induction Loop		On arrival there was no hearing induction loop. This was found in storage and plugged back in and found to be working.	Implement a management procedure to keep the system in view of visitors and ensure that the correct signage is prominently displayed. 	1	M

## 4.2 Priority Ratings & Definition

Access Audit & Action Plan Priority	
<b>1</b>	Built environment feature that could be considered 'unreasonable' in terms of meeting minimum access for disabled people, under the Disability Discrimination Act, and requires improvement, adjustment, alternative provision, alteration, removal, or avoidance.
<b>2</b>	Built environment feature that can be improved "influenced by the principles of" the Disability Discrimination Act to meet Best Practice and provide improved access for disabled people and a more inclusive environment for everybody.
<b>3</b>	Built environment feature, fitting, fixture, or finish that can be improved to a more accessible proportionately to demand from disabled people using the building or in the longer term as opportunities arise during procurement, refurbishment, or alteration.

## 4.3 Cost Bands

Action Plan Cost Banding	
<b>A</b>	Under £500
<b>B</b>	£500 - £1,000
<b>C</b>	£1,000 - £5,000
<b>D</b>	£5,000 - £10,000
<b>E</b>	Over £10,000
<b>G</b>	Accessibility Guidance
<b>M</b>	Management, maintenance or policy or procedural issue.
Please note cost keys are indicative only and that Direct Access Consultancy Ltd cannot be held liable for any misinterpretations.	

## 5. Armoy Village playing field


Armoy Community Association have taken over Lime Park playing field and are looking at how to develop the site for an accessible walk.

It is recommended that a dropped kerb from the car park to hard standing is created to form an accessible picnic area with tables like the photo on the right (albeit not on grass) and appropriate signage.




In the longer term there are options for an accessible route to be created either around the sensory garden area or around the wider site. Any refurbishment of toilet facilities must include the provision for accessible facilities.






### Armoy Village Playing Field Access Audit Recommendations Tables

No:	Item	Identification	Comment	Recommendation	Priority	Cost Band
1.	Limepark / Drones Rd Footpath		The footpath from the village to the field at the crossing point does not feature tactile paving. There is no dropped kerb on the entrance side of the road where the level pedestrian access is shared with vehicles and features a grate.	Site management should undertake liaison with DFI Roads to provide tactile paving in the area to aid people with impaired vision. The paving should be 'Buff' coloured in accordance with GOTP.	2	M






2.	Limepark / Parking Signage		There are no signs to indicate the site or the availability of parking spaces.	<p>There should be a sign at the entrance to the car park to indicate the availability of parking and where any accessible parking spaces are located.</p> <p>Refer to BS8300, A sign or, if appropriate, signs should be provided at the entrance to each car park and at each change in direction to direct disabled motorists to designated parking spaces.</p>	3	A
3.	Limepark / Entrance Gate		There is no indication of the pedestrian access via the gate. The gate cannot be independently accessed by all disabled people.	A level pedestrian access route should be provided 1800mm. Any gate to provide minimum 1000mm opening width and should be capable of opening in both directions and of being opened easily with either hand, and should be self-closing.	2	C
4.	Limepark / Accessible Parking Bays		There are no marked accessible parking bays.	6% of total spaces should be designated accessible parking spaces located as close as possible to facilities. All accessible parking bays should be marked out at least 2.4m wide x 4.8m long plus a 1.2m side transfer zone at the side and end of the bay and the access symbol located in the centre. A sign should be present to the front of each bay with its lower edge 1000 mm above the ground with the words "Blue Badge holders only".	1	C



5.	Limepark / Proposed Picnic Area		It was suggested that the area to the left of the cars could be used as a picnic area.	Provide a picnic table in an area within the enclosure that has a firm, level and slip-resistant surface. A range of table heights should be available, with the clear space to the underside of the tables between 700mm and 800mm. Seating should be contrasted and accommodate a variety of seat heights at 380mm, 480mm and 580mm with some seating available with both back support 300mm from seat level and armrests.	3	G
6.	Limepark / Proposed Picnic Area		For a picnic area to be accessible there would need to be a dropped kerb and hard standing surface for wheelchair users.	A range of table heights should be available, with the clear space to the underside of the tables between 700mm and 800mm. Any accessible tables should be located on a hard surface that can provide an 1800mm x 1800mm approach.	3	G
7.	Limepark / Proposed Accessible multi- user path / Surface		First part of path with car park in distance. The width of the path is good. The surface is not to an accessible standard.	To convert this route to an accessible walk an accessible surface 1800mm wide is recommended. To be accessible path surfaces must be compact, firm, non-slip and obstacle free. Suitable materials include concrete, tarmac, stone, timber and paving.	2	D

8.	Limepark / Proposed Accessible multi- user path / Surface		Second part of path taken from same spot as no 7	To convert this route to an accessible walk an accessible surface 1800mm wide is recommended. To be accessible path surfaces must be compact, firm, non-slip and obstacle free. Suitable materials include concrete, tarmac, stone, timber and paving.	2	D
9.	Limepark / Proposed Accessible multi- user path / Gradient		Third part of path becomes steeper downhill. Gradients are a hazard for disabled people particularly where surfacing is not accessible.	To make the path accessible the steeper gradients should feature correctly spaced Landings 1200mm W x 1500mm L dependent upon gradients over the entire route. No gradient to be steeper than 1:12.	3	E
10.	Limepark / Proposed Accessible multi- user path / Gate & Bridge		At the far end of the field there is a gate leading to a bridge.	It is unclear if this gate and the bridge beyond is to be included as part of an accessible multi-user route. The gate and associated footpath surface etc would require improvement to the same accessible standard if they were included on the route.	2	G

11.	Limepark / Proposed Accessible multi- user path / Surface		Walk continues over grass then in distance turn right past playing field. Mown grass surfaces are not considered accessible to all disabled people due to the variable condition and slip-resistance of the surface in different weather conditions.	To convert this route to an accessible walk an accessible surface 1800mm wide is recommended. To be accessible path surfaces must be compact, firm, non-slip and obstacle free. Suitable materials include concrete, tarmac, stone, timber and paving.	2	D
12.	Limepark / Proposed Accessible multi- user path / Sensory Options		Back up near car park there is a start of a walk which has options for sensory garden style walk. Grass with some uneven parts	Surfacing refer to 11. Range of sensory experiences available offer opportunities to provide a sensory garden experience.	3	D
13.	Limepark / Proposed Accessible multi- user path / Sensory Options		Back up near car park there is a start of a walk which has options for sensory garden style walk. Grass with some uneven parts	A sensory trail can provide a range of experiences provided along a route. It is important to ensure that a sensory experience is not just about plants but is about all the sensory input this includes – •Sound •Smell •Sight •Hear •Taste <a href="https://www.sensorytrust.org.uk/resources/guidance/sensory-gardens-planning">https://www.sensorytrust.org.uk/resources/guidance/sensory-gardens-planning</a>	3	G



14.	Limepark / Garden Space		Garden space on same walk does not feature any accessible gardening options.	In the event of an accessible footpath being provided consideration should be given to providing accessible gardening option, such as raised beds and suitable surfaced access routes. <a href="https://www.carryongardening.org.uk/files/documents/Raised%20beds%20final%20v08.pdf">https://www.carryongardening.org.uk/files/documents/Raised%20beds%20final No v08.pdf</a>	3	G
15.	Limepark / Proposed Accessible multi- user path / Surface		Footpath back towards car park. Grass with some uneven parts	To convert this route to an accessible walk an accessible surface 1800mm wide is recommended. To be accessible path surfaces must be compact, firm, non-slip and obstacle free. Suitable materials include concrete, tarmac, stone, timber and paving.	2	D
16.	Limepark / Playing Fields / Accessible Viewing		Wheelchair access to watch games on playing fields is only available over grass with some uneven surfaces.	Consideration should be given to providing hard surfacing connected to associated accessible multi-user route to provide wheelchair spaces. Any wheelchair space to be a minimum 1400mm L x 900mm W with minimum 1200mm W connecting access route.	3	D


17.	Limepark / Playing Fields / Sanitary Provision.		Current sanitary provision consists of a container with minimal male and female facilities. No accessible WC provided.	<p>According to TB R/6.12</p> <p>“At each location where there is sanitary accommodation for visitors, customers, or staff, at least one unit of unisex wheelchair accessible sanitary accommodation should be provided.”</p> <p>Provide a TB R compliant Accessible WC.</p>	2	D
18.	Limepark / Proposed Accessible multi- user path / Signage		The proposed route features a range of surfaces, gradients, and potential features. An accessible route should include mapped details and on-route signage to allow disabled people to plan for their capabilities.	Waymarking signage should include destination, distance, walk-time and any information regarding gradients, rest-points and view-points.	2	G

## 5. Ballycastle Monument

Ballycastle, County Antrim Ballycastle War Memorial is located at the lower end of Quay Road in a square opposite the Manor House and adjacent to the sea front, within sound of the waters of the Sea of Moyle. The memorial takes the form of an obelisk of Cecilian marble, with aspire seven feet (2.1m) high.

It is a popular site for local residents and is well maintained by volunteers.

### Ballycastle Monument Access Audit Recommendations Tables

No:	Item	Identification	Comment	Recommendation	Priority	Cost Band
19.	Monument / Access Route / Transition		The entrance to the Monument is not flush with the pavement. The raised transition represents a trip hazard for disabled people.	Where there is a change in the characteristics of materials on an access route the transition needs to be level and to offer similar frictional characteristics.	2	B

20.	Monument / Bollards		Bollards are of a low height and lack sufficient contrast for people with a visual impairment.	Low-level bollards are particularly hazardous to people who are blind or partially sighted. They should be at least 1000mm high and should contrast visually with the background against which they are seen.	3	B
21.	Monument / Bollards		Bollards lack sufficient contrast for people with a visual impairment.	The Bollard contrast banding should be improved to provide a minimum 30 point difference in LRV (Light Reflectance Value) between banding and bollard.	2	A
22.	Monument / Surfacing		The gravel surfacing is a loose surface that is not considered accessible to all disabled people.	The gravel surface is fit to retain but the sating should be located so that it can be accessed from the paved surface. Regular maintenance is required to ensure that the paved surface is maintained free of any loose gravel.	1	M





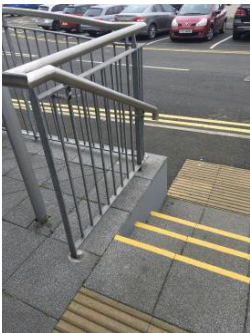

## 6. Ballycastle Visitor Information Centre




Ballycastle Visitor Information Centre on Bayview Road in the harbour area of Ballycastle provides a range of information resources and restroom facilities for visitors to the area. The consultation identified some visitors were experiencing difficulties with the push button for the automatic door. This was the basis of an audit of the information centre.



It is recommended for nil cost that a management procedure is implemented to ensure the alarm cords in accessible toilets are not tied up. There are accessible sign language and audio description videos available from Causeway Coast & Glens Heritage Trust that could be used on the information screens. For minimal cost, a hearing induction loop could be installed at reception to assist Deaf and hard of hearing visitors needing to communicate with staff.

### Ballycastle Visitor Centre Access Audit Recommendations Tables

No:	Item	Identification	Comment	Recommendation	Priority	Cost Band
23.	Entrance Door / Door Control		The push button is located too high for someone who may need to use their arm to push the button to activate the door.	Manual activation controls for power-operated pedestrian doors should be located at a height of between 750mm and 1000mm from finished floor level. In order to be clearly visible, they should contrast visually with the surrounding background.	2	A

24.	Entrance Door / Doorbell		The doorbell is located too high for wheelchair users or people of short stature to reach. The white of the doorbell does not provide sufficient contrast with the window frame.	The doorbell/call button should be contrasted against its background and relocated at a height of between 900mm and 1100mm.	2	A
25.	Entrance Steps / Handrails		Handrails are of exposed metal and cold to touch.	BS8300 compliant handrails should be installed to both sides. The handrails should be coated with nylon or a suitable alternative to ensure that they are not cold to touch.	3	B
26.	Entrance Door / Visibility		Door has good visibility but the glass is obscured by notices that prevent people from seeing those approaching from the other side.	It is recommended that site management implement a procedure to ensure that the temporary notices are not on the vision panels. This will prevent a potential collision hazard.	2	M

27.	Reception Counter / Induction Loop		<p>The counter does not feature a hearing induction loop for hard of hearing visitors.</p> <p>BS8300 - A hearing enhancement system, using induction loop, infrared or radio transmission, should be installed at service or reception counters where the background noise level is high.</p>	<p>Install an induction loop to the reception desk. Install signage indicating the availability of the facility and ensure that staff members are aware in how to use the system.</p> <p>Direct Access has its own bespoke desk induction loop Please see here <a href="https://directaccessgp.co.uk/induction-loops-and-hearingenhancement-systems/">https://directaccessgp.co.uk/induction-loops-and-hearingenhancement-systems/</a></p>	1	A
28.	Sanitiser / Provision & Location		<p>The COVID hand sanitizer unit requires foot operation.</p>	<p>Sensor type dispensers provide access for those who are unable to use foot-operated systems. Hand sanitisers should be positioned at no more than 1200mm off the ground floor level and the units should be colour contrasted.</p>	3	G
29.	Accessible WC / Call Alarm		<p>The red alarm cord was tied up rendering the system inoperable by someone who is on the floor.</p>	<p>Establish a management procedure to check the functioning of the alarm on a weekly basis and that no cords are tied. Bangles should be located at 800mm and 100mm height. In accordance with BS 8300.</p>	1	M


30.	Fire Alarms / Audible & Visual Alert		<p>There does not appear to be any visual strobe or beacon alarms for deaf and hard of hearing people within the accessible toilet facilities.</p> <p>BS8300 - A fire alarm should emit a visual and audible signal to warn occupants with hearing or visual impairments.</p>	A fire alarm should be visible as well as audible to all users. A suitable method of warning should be provided where one or more persons with impaired hearing are anticipated. This method is ideally by providing visual alarm warnings or it can be managed by allocated personnel and management systems.	1	A
31.	Visitor Centre / Sensory Access to Information		CCGHT have commissioned a series of sign language and audio description videos about different parts of the area.	These videos could be displayed providing accessible information in the visitor centre that will also reflect well on the inclusivity of the organisation.	3	A




## 7. Bonamargy Friary (ruins of)

Bonamargy Friary is situated in County Antrim, Northern Ireland, off the Cushendall Road on the approach to Ballycastle. The name Bonamargy means 'foot of the Margy River', the river formed by the joining of the Carey River and Shesk Rivers. It is a State Care Historic Monument.




The audit of the Ballycastle Monument raised a request by residents to look at the accessibility of the Friary, focused on the graveyard area. As the graveyard can be seen from the accessible path it is deemed reasonable to retain. There were however some other access issues within the site that would benefit from review and action including the location of interpretation information and repairs needed to the accessible footpath.

### Bonamargy Friary Access Audit Recommendations Tables

No:	Item	Identification	Comment	Recommendation	Priority	Cost Band
32.	Bonamargy Friary / Parking Signage		There is no indication of the availability of car parking facilities and the location of accessible parking.	There should be a sign at the entrance to the car park to indicate the availability of parking and where any accessible parking spaces are located.  Refer to BS8300, A sign or, if appropriate, signs should be provided at the entrance to each car park and at each change in direction to direct disabled motorists to designated parking spaces.	3	A


33.	Bonamargy Friary / Accessible Parking		The car park is currently being used for storage for restoration works. When complete parking spaces should be delineated including one accessible parking space.	1x space should be designated as an accessible parking space located as close as possible to facilities. Any accessible parking bays should be marked out at least 2.4m wide x 4.8m long plus a 1.2m side transfer zone at the side and end of the bay and the access symbol located in the centre. A sign should be present to the front of each bay with its lower edge 1000 mm above the ground with the words "Blue Badge holders only".	1	C
34.	Bonamargy Friary / Access Route		The slope from the car park is steep without any spaces for passing.	If the opportunity arises during future works, the access route should be widened to a width of 1800mm. Currently deemed fit to retain with regular maintenance to ensure that the available width is maintained free of obstructions and encroachments.	2	B
35.	Bonamargy Friary / Access Route		The slope from the car park is steep without any spaces for passing or resting.	Resting points should be provided no more than 100m apart and should be placed clear of access routes with seating and tactile cues.	2	C



36.	Bonamargy Friary / Gate		The gates at the entrance are manually operated and can be difficult to open.	The gate should provide minimum 1000mm opening width and should be capable of opening in both directions and of being opened easily with either hand, and should be self-closing.	2	C
37.	Bonamargy Friary / Accessible Path / Surface		Part of the accessible path has eroded with metal supports exposed.	Advise site management of the defect and ensure that regular inspections of surfaces are carried out to provide a firm, level and slip-resistant over the entire length and width of all accessible routes.	1	M
38.	Bonamargy Friary / Interpretation Panels / Location		The interpretation panel is on uneven ground and not visible from the accessible path.	Interpretation panels should be located in visible areas that can provide a clear 1500mm x 1500mm approach over firm, level and slip-resistant surfaces that are directly connected to an adjoining accessible access route 1500mm wide.	2	B

39.	Bonamargy Friary / Interpretation Accessibility		The interpretation panel does not provide any information for visitors with a visual or hearing impairment.	Many disabled people carry devices, such as Tablets and phones, that are customised to meet their personal access requirements. Providing interpretation through these devices is a great way of ensuring that disabled people have access to BSL, subtitles and audio information.	2	C
40.	Bonamargy Friary / Interpretation Accessibility		The interpretation panel does not provide any information for visitors with a visual or hearing impairment.	QR codes can be added to provide access to interpretation panels. Dynamic QR codes should be used because they can be edited. QR codes should be prominently displayed and advertised to visitors. 	2	C
41.	Bonamargy Friary / Interpretation Panels / Location		The other interpretation panel is on grass and not visible from the accessible path.	Interpretation panels should be located in visible areas that can provide a clear 1500mm x 1500mm approach over firm, level and slip-resistant surfaces that are directly connected to an adjoining accessible access route 1500mm wide.	2	B



42.	Bonamargy Friary / Access Route / Drainage Hazard		Unprotected drainage extrudes into the accessible path creating a trip hazard.	The drainage is a hazard for disabled people using the access route. The drainage should be covered or guarded.	1	A
-----	---	---	--	---	---	---


## 8. Cushendall Beach


Cushendall Beach to the north of Cushendall is a sandy beach, part of the Antrim Coast and Glens AONB.

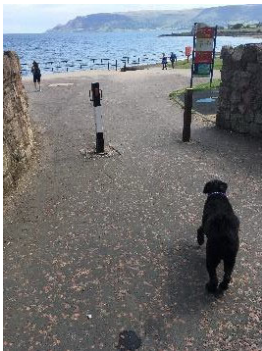



It is backed by a grassy area with views over the surrounding mountainous coastline. Behind the grassy area is Cushendall Golf Club. The beach is popular for fishing and there are walking tracks to the north of the beach. A small river mouth is situated at the southern end.

Parking facilities are available at the northern end of the beach opposite the entrance to the golf club, as well as a children's play area. The toilet facilities have however been closed and there does not appear to be any plans to reopen.

### Cushendall Beach Access Audit Recommendations Tables




No:	Item	Identification	Comment	Recommendation	Priority	Cost Band
43.	Cushendall Beach / Interpretation Accessibility		The interpretation panel does not provide any information for visitors with a visual or hearing impairment.	Many disabled people carry devices, such as Tablets and phones, that are customised to meet their personal access requirements. Providing interpretation through these devices is a great way of ensuring that disabled people have access to BSL, subtitles and audio information.	2	C

44.	Cushendall Beach / Interpretation Accessibility		The interpretation panel does not provide any information for visitors with a visual or hearing impairment.	QR codes can be added to provide access to interpretation panels. Dynamic QR codes should be used because they can be edited. QR codes should be prominently displayed and advertised to visitors. 	2	C
45.	Cushendall Beach / Sanitary Provision		The toilet facilities are permanently closed. No information was available relating to any planned reopening or refurbishment.	According to TB R/6.12 -“At each location where there is sanitary accommodation for visitors, customers, or staff, at least one unit of unisex wheelchair accessible sanitary accommodation should be provided.”  Provide a TB R compliant Accessible WC in the event of any reopening or refurbishment.	1	G
46.	Cushendall Beach / Parking Provision		The car park does not include marked bays for cars accessible or otherwise.	1x space should be designated as an accessible parking space located as close as possible to facilities. Any accessible parking bays should be marked out at least 2.4m wide x 4.8m long plus a 1.2m side transfer zone at the side and end of the bay and the access symbol located in the centre. A sign should be present to the front of each bay with its lower edge 1000 mm above the ground with the words “Blue Badge holders only”.	1	C

47.	Cushendall Beach / Bollards		Different style bollards on the approach can lead to confusion for people with a visual impairment.	Bollards should be consistent in height, design and contrast. They should be at least 1000mm high and should contrast visually with the background against which they are seen.	3	A
48.	Cushendall Beach / Outdoor Exercise Area		The gym area does not provide an opportunity for disabled people to participate.	Consider adding wheelchair accessible exercise equipment usually in the form of 'Pedal Bike' & 'Lifting'. Ensure that it is located on firm and level ground with generous approaches. 	3	C
49.	Cushendall Beach / Stepped Slipway / Handrails		The Stepped Slipway is the most direct access route from the car park to the beach. The steps do not feature handrails.	BS8300 compliant handrails should be installed to both sides of the steps. These should be well contrasted and not cold to touch. The handrails should have a suitable profile (circular: 40 – 45mm, oval 50mm, in diameter). The handrail should be installed at a height of 900mm and should continue horizontally at least 300mm beyond the top and the bottom steps.	2	B

50.	Cushendall Beach / Stepped Slipway / Tactile Paving		The Stepped Slipway is the most direct access route from the car park to the beach. The steps do not feature tactile hazard warning surfaces	BS8300 Tactile warning surfaces should be present at the head and foot of the stairs. These are usually of a Corduroy type and must be installed flush so that they do not introduce a trip-hazard.	3	B
51.	Cushendall Beach / Stepped Slipway / Nosings		The Stepped Slipway is the most direct access route from the car park to the beach. The steps do not feature contrasted nosings.	The nosings of the steps are recommended to be contrasted. The contrasting material should extend 50 mm to 65 mm in width from the front edge of the tread and 30 mm to 55 mm from the top of the riser and should contrast visually with the remainder of the tread and riser.	3	A
52.	Cushendall Beach / Steps / Tactile Paving		The steps do not feature correct tactile hazard warning surfaces	BS8300 Tactile warning surfaces should be present at the head and foot of the stairs located 400mm from the final step nosings. These are usually of a Corduroy type and must be installed flush so that they do not introduce a trip-hazard.	3	B



53.	Cushendall Beach / Steps / Tactile Paving		The step nosings are worn and not visible in some places.	The nosings of the steps are recommended to be repainted. The contrasting material should extend 50 mm to 65 mm in width from the front edge of the tread and 30 mm to 55 mm from the top of the riser and should contrast visually with the remainder of the tread and riser.	2	A
54.	Cushendall Beach / Steps / Nosings		The step nosings are worn and not visible in some places.	The nosings of the steps are recommended to be repainted. The contrasting material should extend 50 mm to 65 mm in width from the front edge of the tread and 30 mm to 55 mm from the top of the riser and should contrast visually with the remainder of the tread and riser.	2	A
55.	Cushendall Beach / Access Route / Surfacing		Uneven surfaces can create a trip hazard for people unsteady on their feet.	The access route should be repaired to have a firm, slip-resistant and reasonably smooth surface that is even and unbroken.	1	B


56.	Cushendall Beach / Picnic Area		Standard table & seating may not provide good access for all disabled people. Wheelchair users will require clear space beneath.	A range of table heights should be available, with the clear space to the underside of the tables between 700mm and 800mm. Any accessible tables should be located on a hard surface that can provide an 1800mm x 1800mm approach.	2	B
57.	Cushendall Beach / Interpretation Accessibility		The interpretation panel at the south part of the beach does not provide any information for visitors with a visual or hearing impairment.	Many disabled people carry devices, such as Tablets and phones, that are customised to meet their personal access requirements. Providing interpretation through these devices is a great way of ensuring that disabled people have access to BSL, subtitles and audio information.	2	C
58.	Cushendall Beach / Interpretation Accessibility		The interpretation panel at the south part of the beach does not provide any information for visitors with a visual or hearing impairment.	QR codes can be added to provide access to interpretation panels. Dynamic QR codes should be used because they can be edited. QR codes should be prominently displayed and advertised to visitors. 	2	C

## 9. Downhill Demesne




Mussenden Temple and Downhill Demesne contains Downhill House, a mansion built in the late 18th century at Downhill, County Londonderry. Much of the building was destroyed by fire in 1851 before being rebuilt in the 1870s. It fell into disrepair after the Second World War and is managed by the National Trust. The Mussenden Temple is used occasionally for weddings.




The site was mentioned frequently during the consultation programme as many people liked to visit. Some opportunities were identified to enhance the visitor experience particularly around wayfinding and access to the café onsite.




### Downhill Demesne Access Audit Recommendations Tables




No:	Item	Identification	Comment	Recommendation	Priority	Cost Band
59.	Downhill Demesne / Staff Training		On arrival the hut is staffed. It was difficult for deaf people to communicate and understand the parking options.	Introduce disability awareness and basic BSL training for staff to indicate the key parts of the parking e.g. to download app and pay online.	2	B




60.	Downhill Demesne / Parking Signage		It was not clear if parking charges would apply to holders of blue badges.	Parking information must clearly stipulate if Blue Badge holders are exempt from parking charges. This is a very important consideration for disabled people.	1	A
61.	Downhill Demesne / Accessible Parking Bays		Accessible parking spaces are not marked out in accordance with BS 8300.	6% of total spaces should be designated accessible parking spaces located as close as possible to facilities. All accessible parking bays should be marked out at least 2.4m wide x 4.8m long plus a 1.2m side transfer zone at the side and end of the bay and the access symbol located in the centre. A sign should be present to the front of each bay with its lower edge 1000 mm above the ground with the words "Blue Badge holders only".	1	C
62.	Downhill Demesne / Accessible Signage		The site is a relatively large car park. The accessible parking spaces are near the start of the footpath to the site. There is no information on the availability of accessible restroom facilities which are at the end of the walk/other end of the car park.	Signage should be provided to indicate the availability and location of accessible facilities, such as the Café and toilets.	2	A




63.	Downhill Demesne / Car Park Gate		The gate had an opening feature that may be difficult for people with dexterity impairments.	Any side-hung gate on an accessible route should be capable of opening in both directions and of being opened easily with either hand, and should be self-closing. The catch to any gate should not require the user to have to pinch or twist their hand to operate and should be capable of being opened using a closed-fist.	2	A
64.	Downhill Demesne / Access Route		The path is long and consists of a mixture of loose and firm gravel.	The surface is reasonable but can be vulnerable to erosion and wear that results in uneven areas. Footpath should be subject to regular inspection and maintenance to ensure that a firm, level and relatively smooth surface is maintained.	1	M
65.	Downhill Demesne / Access Route		No seating is available on the route from the car park to Downhill House.	Resting points should be provided no more than 100m apart and should be placed clear of access routes with seating and tactile cues.	2	C

66.	Downhill Demesne / Signage		Signage is located at a very low height with white on grey contrast.	Signs should preferable be placed in a visibility zone 750mm – 2000mm high, where they can be clearly seen from distance and where they can be clearly seen and read from seated and standing positions. Contrast between text and background should be a minimum 30 points difference in LRV (Light Reflectance Value)	2	A
67.	Downhill Demesne / Signage		Signage is small and lacks sufficient contrast with the wall to be effectively seen from the accessible path.	Signs should preferable be placed in a visibility zone 750mm – 2000mm high, where they can be clearly seen from distance and where they can be clearly seen and read from seated and standing positions. Contrast between text and background should be a minimum 30 points difference in LRV (Light Reflectance Value)	2	A
68.	Downhill Demesne / Alternative Routes		There are parts of the site which are at first glance difficult for wheelchair users to access. There are alternative routes around the building but these are not indicated to enable people to know they can access via a different route.	Signage should be provided at key points, entrances, exits, and junctions indicating the direction and availability of accessible routes. All signage should include an indication of distance, direction and use recognised pictograms to identify key features.	2	B





69.	Downhill Demesne / Interpretation Panel / Condition		The interpretation panel is showing signs of wear and tear making it difficult to read.	Scheduled maintenance should be provided by the relevant authority to ensure that the panel is clean and legible.  This could be included in the ongoing interpretation refurbishment.	2	M
70.	Downhill Demesne / Interpretation Panel / Location		The approach to the front of the interpretation panel is of loose gravel that may be difficult for wheelchairs and people unsteady on their feet to use.	Interpretation panels should be located in visible areas that can provide a clear 1500mm x 1500mm approach over firm, level and slip-resistant surfaces that are directly connected to an adjoining accessible access route 1500mm wide.	3	B
71.	Downhill Demesne / Interpretation Panel / Accessibility		The interpretation panel does not provide access to information in Braille or audio format for visually impaired visitors information in sign language for Deaf visitors.	Many disabled people carry devices, such as Tablets and phones, that are customised to meet their personal access requirements. Providing interpretation through these devices is a great way of ensuring that disabled people have access to BSL, subtitles and audio information.	2	C



72.	Downhill Demesne / Interpretation Panel / Accessibility		The interpretation panel does not provide access to information in Braille or audio format for visually impaired visitors information in sign language for Deaf visitors.	QR codes can be added to provide access to interpretation panels. Dynamic QR codes should be used because they can be edited. QR codes should be prominently displayed and advertised to visitors. 	2	C
73.	Downhill Demesne / Access Route / Drainage Channel		Uneven levels at gates and gaps in the route may be difficult for wheelchairs and people unsteady on their feet.	Raised levels, joins and gaps cause by transitions between surfaces and exposed drainage channels should be eliminated. The drainage channel should be covered so that a relatively smooth and level surface is continuously provided.	2	A
74.	Downhill Demesne / Access Routes / Resting		No seating is available on the route from Downhill House to the Temple.	Resting points should be provided no more than 100m apart and should be placed clear of access routes with seating and tactile cues.	2	C




75.	Downhill Demesne / Access Route / Grating		The grate on the approach to the Temple has gaps that may pose issues for wheelchairs and people unsteady on their feet.	Grates for drainage can cause difficulty for wheelchair users and people using sticks and crutches. The grate should be removed if possible or replaced with a grate with maximum slot widths 13mm wide at right angles to the direction of travel or circular holes no more than 18mm diameter	2	B
76.	Downhill Demesne / Alternative Interpretation		An interpretation panel overlooks the sea and cliff which is accessed by walking around the fence. Handrails can be used to provide Braille interpretation.	Consider using Braille on handrails to provide alternative accessible interpretation. For reference see <a href="https://www.news18.com/news/buzz/braille-inscription-railing-naples-castle-wall-italy-scenic-view-blind-people-4068731.html">https://www.news18.com/news/buzz/braille-inscription-railing-naples-castle-wall-italy-scenic-view-blind-people-4068731.html</a>	3	B
77.	Downhill Demesne / Temple / Step Nosings		The steps do not feature nosing to the edges.	Subject to associated heritage constraints some contrasted nosing should be present. The contrasting material should extend 50 mm to 65 mm in width from the front edge of the tread and 30 mm to 55 mm from the top of the riser and should contrast visually with the remainder of the tread and riser.	3	A





78.	Downhill Demesne / Temple / Handrails		Handrails are not to an accessible standard. It is noted that the status of the building will prevent the installation of compliant handrails. Improvements should be considered over the long-term is opportunities arise.	Subject to heritage constraints BS8300 compliant handrails should be installed to both sides of the steps. These should be well contrasted and not cold to touch. The handrails should have a suitable profile (circular: 40 – 45mm, oval 50mm, in diameter). The handrail should be installed at a height of 900mm and should continue horizontally at least 300mm beyond the top and the bottom steps.	3	B
79.	Downhill Demesne / Access Route Surface / Grass		From the temple the route becomes grass which wheelchair users or people unsteady on their feet may find difficult to navigate.	Mown grass surfaces are not considered accessible to all disabled people due to the variable condition and slip-resistance of the surface in different weather conditions. Access route should be improved to provide a minimum 1500mm hard surfaced width, wherever possible within heritage constraints.	2	D
80.	Downhill Demesne / Access Route Surface / Grass		Some access routes over grassy areas are reasonably level and can provide some level of access for disabled people. These areas could be improved by temporary surfacing.	Consider using Grass Reinforcement Mesh to provide improved surfaces on grass access routes providing access to key areas of the site. These surfaces are temporary and can be provided for organised tours prepared for disabled people or installed on-site for use during busier periods.	3	B




81.	Downhill Demesne / Access Route / Signage		There is no signage to indicate that this is the recommended path or an alternative accessible path.	Waymarking signage should be present to include destination, distance, walk-time and any information regarding gradients, steps, alternative accessible routes, rest-points and view-points.	2	B
82.	Downhill Demesne / Access Routes / Resting		No seating is available on the route from the Temple to the Dovecot.	Resting points should be provided no more than 100m apart and should be placed clear of access routes with seating and tactile cues.	2	C
83.	Downhill Demesne / Fence Signage		Warning signs of an electric fence were small and did not have sufficient contrast to the field beyond.	<p>The yellow safety signs on the green background of the field do not offer good contrast. Recommend adding a red background that can provide better contrast.</p> 	3	A






84.	Downhill Demesne / Fingerpost Signage		White text on grey background will not provide best practice contrast.	Contrast between text and background should be a minimum 30 points difference in LRV (Light Reflectance Value).	2	A
85.	Downhill Demesne / Dovecote Steps / Risers		Steps to the Dovecot and Ice House are uneven, without handrails and do not feature contrasted nosings.	Subject to associated heritage constraints the steps should be subject to remedial works to achieve 150mm and 180mm for the rise and between 300mm and 450mm for the going. The rise and going of each step within a flight should be uniform. Where practicable, the rise and going of each step should also be uniform between a series of flights.	2	B
86.	Downhill Demesne / Dovecote Steps / Nosings		Steps to the Dovecot and Ice House are uneven, without handrails and do not feature contrasted nosings.	Subject to associated heritage constraints some contrasted nosing should be present. The contrasting material should extend 50 mm to 65 mm in width from the front edge of the tread and 30 mm to 55 mm from the top of the riser and should contrast visually with the remainder of the tread and riser.	3	A




87.	Downhill Demesne / Dovecote Steps / Handrails		Steps to the Dovecot and Ice House are uneven, without handrails and do not feature contrasted nosings.	Subject to heritage constraints BS8300 compliant handrails should be installed to both sides of the steps. These should be well contrasted and not cold to touch. The handrails should have a suitable profile (circular: 40 – 45mm, oval 50mm, in diameter). The handrail should be installed at a height of 900mm and should continue horizontally at least 300mm beyond the top and the bottom steps.	3	B
88.	Downhill Demesne / Access Route		The path is long and consists of a mixture of loose and firm gravel.	The surface is reasonable but can be vulnerable to erosion and wear that results in uneven areas. Footpath should be subject to regular inspection and maintenance to ensure that a firm, level and relatively smooth surface is maintained.	1	M
89.	Downhill Demesne / Dovecote / Interpretation		The interpretation panel does not provide access to information in Braille or audio format for visually impaired visitors.	Many disabled people carry devices, such as Tablets and phones, that are customised to meet their personal access requirements. Providing interpretation through these devices is a great way of ensuring that disabled people have access to BSL, subtitles and audio information.	2	C

90.	Downhill Demesne / Dovecote / Interpretation		The interpretation panel does not provide information in sign language for Deaf visitors.	QR codes can be added to provide access to interpretation panels. Dynamic QR codes should be used because they can be edited. QR codes should be prominently displayed and advertised to visitors. 	2	C
91.	Downhill Demesne / Fingerpost Signage / Dovecote		The signage may create confusion in that it refers to Dovecote whereas the interpretation panel uses Dovecot.	Contrast between text and background should be a minimum 30 points difference in LRV (Light Reflectance Value).  Consistent text must be used throughout all signage.	2	A
92.	Downhill Demesne / Toilets / Signage		Accessible WC signage does not provide sufficient contrast and is not tactile.	Accessible door signage should feature tactile signage including Braille. All accessible WC door signage to be accessible to all disabled people with Braille and embossed lettering preferred. 	2	A




93.	Downhill Demesne / Toilets / Accessible WC / Door Closer		The accessible toilet door featured a self-closing device which makes it difficult for some disabled people to use.	Closer to be removed and door to provide smooth and easy opening action requiring a maximum 30 Newton of force.	2	M
94.	Downhill Demesne / Toilets / Accessible WC / Door Lock		The thumb-lock is not accessible to disabled people that may have limited strength and dexterity.	The door lock should be capable of being operated using a closed-fist and located at a height of 900mm and in line with the handle or at least within 72mm of the handle.	3	A
95.	Downhill Demesne / Toilets / Accessible WC / Pull Handle		The thumb-lock is not accessible to disabled people that may have limited strength and dexterity.	The door lock should be capable of being operated using a closed-fist and located at a height of 900mm and in line with the handle or at least within 72mm of the handle.	3	A






96.	Downhill Demesne / Toilets / Accessible WC / Transfer Zone		On the day of the audit two bins were in the transfer area.	Accessible WCs must be regularly inspected in order to maintain the transfer zone alongside the WC free of obstructions. Bins and other items can prevent wheelchair users from approaching and transferring.	1	M
97.	Downhill Demesne / Toilets / Accessible WC / Call Alarm		The emergency call alarm is tied-up around the grabrail and may be unreachable by someone on the floor.	The emergency assistance pull cord should be sited so that it can be operated from the WC and from an adjacent floor area. The emergency assistance pull cord, coloured red, should be provided with two red bangles of 50 mm diameter, one set at a height between 800 mm and 1000 mm and the other set at 100 mm above floor level.	1	M
98.	Downhill Demesne / Toilets / Accessible WC / Call Alarm		The Accessible WC is located in a relatively isolated area that is not permanently staffed. This could lead to the alarm being unanswered for a significant period of time.	The emergency assistance alarm indicator should be located where it is easily seen and heard by people able to give assistance and indicates where help is required. An additional alarm indicator may also be sited remotely, e.g. in a permanently staffed area of the building.	2	B




99.	Downhill Demesne / Toilets / Accessible WC / Backrest		The pan does not feature a backrest.	A fixed horizontal rail, with a padded backrest, should be located behind, and centred on, the WC pan when the cistern is not present immediately behind the WC pan.	2	A
100.	Downhill Demesne / Toilets / Accessible WC / Grabrails		A grab-rail should be provided alongside the drop-down grab-rail.	A vertical grab rail should be present alongside the drop-down rail to comply with best practice.  Refer to TB R & BS8300 for guidance.	2	A
101.	Downhill Demesne / Toilets / Accessible WC / Grabrails		A vertical grab-rail should be present to both sides of the handbasin.	Grab rails should be provided either side of the washbasin. Where possible, vertical support bars at least 600mm long should be fixed each side of the washbasin, with their mid-point at 1100mm above the floor.  Refer to TB R & BS8300 for guidance.	2	A




102.	Downhill Demesne / Toilets / Access		The standard toilet facility has a stepped entrance.	Level access should be available to all toilets to allow all disabled people equality of choice.	3	B
103.	Downhill Demesne / Toilets / Step Nosing		Step nosing is not contrasted and could be a hazard for Blind and partially sighted people.	Subject to associated heritage constraints some contrasted nosing should be present. The contrasting material should extend 50 mm to 65 mm in width from the front edge of the tread and 30 mm to 55 mm from the top of the riser and should contrast visually with the remainder of the tread and riser.	3	A
104.	Downhill Demesne / Toilets / Urinal Grab rails		There is no grab rail for ambulant users.	A well contrasted grab rail should be provided to both sides of one urinal in every WC where applicable.	3	A





105.	Downhill Demesne / Toilets / Ambulant Toilet		There are no grab rails for ambulant users who may not be able to access the accessible facility if it is in use by others.	As the toilets throughout the site are refurbished, there should be an internal standard or set of guidelines. These should state that any toilet being refurbished should be checked for the feasibility of including a cubicle for ambulant disabled persons. Any ambulant disabled cubicle provided should be TB R compliant.	2	C
106.	Downhill Demesne / Tables & Seating		Standard table & seating may not provide good access for all disabled people. Wheelchair users will require clear space beneath.	A range of table heights should be available, with the clear space to the underside of the tables between 700mm and 800mm. Any accessible tables should be located on a hard surface that can provide an 1800mm x 1800mm approach.	2	A
107.	Downhill Demesne / Access Routes / Signage		There are no signs to indicate the best route to the accessible restroom.	Signage should be provided at key points, entrances, exits, and junctions indicating the direction and availability of accessible routes. All signage should include an indication of distance, direction and use recognised pictograms to identify key features.	2	B







108.	Downhill Demesne / Access Routes / Surface		On the day of the visit a wheelchair user commented it was hard to navigate over gravel and uncertain where the facility was.	The access routes should be reviewed, and consideration given to replacing the gravel surface on key routes to accessible facilities. On these routes a compacted or hard surface should be provided that is relatively smooth, level and slip-resistant.	2	D
109.	Downhill Demesne / Access Routes / Seating		Seating provided is not to an accessible standard and is located in areas that are not accessible to some disabled people.	Seating should be located on firm and level ground in an area that will not obstruct adjoining access routes. Provide benches with a backrest and armrests. Ensure that the armrests are well contrasted and that there is a space either side of the seat so that a wheelchair user can park alongside a seated companion.  Refer to BS 8300 specification below.	2	B
110.	Downhill Demesne / Access Routes / Seating		Seating provided is not to an accessible standard and is located in areas that are not accessible to some disabled people.	1) There should be a variety of seat heights, ranging from 380 mm to 580 mm, within which a height of 480 mm is suitable for wheelchair users. 2) Armrests should be provided to help people lower themselves onto the seat and stand up. 3) Where the seat is set at a height suitable for wheelchair users, armrests should not be set in so as not to restrict the lateral transfer from a wheelchair 4) A supportive back-rest should be incorporated for at least 50% of the length of the seat.	2	B



111.	Downhill Demesne / Café / Barriers		The rope barriers feature a flexible barrier at a single height only. A single height barrier may not be detected by the sweep of a cane and can allow guide dogs to go beneath causing a hazard for Blind and partially sighted people.	It is often easier to fill the void beneath barriers with signage, seating, planting or similar that will provide guarding at a low level.	2	M
112.	Downhill Demesne / Café / Menu		Café menu is text based.	A pictorial menu will enable deaf visitors and visitors with autism to identify and request what they would like to order.	3	A
113.	Downhill Demesne / Café / Menu		Café menu is text based. No alternative formats available.	Large print and Braille should be provided. Alternatively, staff should offer to read the menu out loud or have it available on the website so that it can be accessed on personal electronic devices.	3	A

114.	Downhill Demesne / Signage		The map indicates that there are male and female restroom facilities. By omission of the wheelchair symbol it implies there is no accessible restroom. The signage is in need of a site wide review.	The signage should be replaced as part of a site wide integrated and consistent signage scheme. Any new signage scheme should follow best practice in include recognised symbols, good contrast, lettering, text and layout that is easy for everyone to read and complies with clear-print and signage guidelines.	2	C
115.	Downhill Demesne / Bishops Gate / Parking		Parking at Bishop's Gate car park does not include any accessible parking bays.	Consider providing some accessible parking bays. At least 1x accessible bay should be provided to on-street standard 3.6m W x 6-6m L, parallel to kerb.  See TB R & BS8300 for further guidance.	3	B
116.	Downhill Demesne / Bishops Gate / Coffee Shop Access		The coffee shop is via steps – there is no alternative means of access.	Subject to heritage constraints the viability of offering level access to the café should be assessed over the long-term.	2	G

117.	Downhill Demesne / Bishops Gate / Coffee Shop Service		The coffee shop is via steps – there is no alternative means of access.	In the short to medium-term and assistance bell should be provided at the foot of the steps to allow disabled people to summon attention and have requirements met in an accessible area. 	1	A
118.	Downhill Demesne / Bishops Gate / Coffee Shop Steps		Steps to the coffee shop do not feature contrasted nosings.	Subject to associated heritage constraints some contrasted nosing should be present. The contrasting material should extend 50 mm to 65 mm in width from the front edge of the tread and 30 mm to 55 mm from the top of the riser and should contrast visually with the remainder of the tread and riser.	3	A
119.	Downhill Demesne / Bishops Gate / Coffee Shop Steps		Steps to the coffee shop do not feature appropriate handrails to both sides.	Subject to heritage constraints BS8300 compliant handrails should be installed to both sides of the steps. These should be well contrasted and not cold to touch. The handrails should have a suitable profile (circular: 40 – 45mm, oval 50mm, in diameter). The handrail should be installed at a height of 900mm and should continue horizontally at least 300mm beyond the top and the bottom steps.	3	B



120.	Downhill Demesne / Bishops Gate / Signage		The map indicates that there are male and female restroom facilities. By omission of the wheelchair symbol it implies there is no accessible restroom.	The signage should be replaced as part of a site wide integrated and consistent signage scheme. Any new signage scheme should follow best practice in include recognised symbols, good contrast, lettering, text and layout that is easy for everyone to read and complies with clear-print and signage guidelines.	2	C
121.	Downhill Demesne / Bishops Gate / Interpretation		The interpretation panel does not provide access to information in Braille or audio format for visually impaired visitors.	Many disabled people carry devices, such as Tablets and phones, that are customised to meet their personal access requirements. Providing interpretation through these devices is a great way of ensuring that disabled people have access to BSL, subtitles and audio information.	2	C
122.	Downhill Demesne / Bishops Gate / Interpretation		The interpretation panel does not provide information in sign language for Deaf visitors.	QR codes can be added to provide access to interpretation panels. Dynamic QR codes should be used because they can be edited. QR codes should be prominently displayed and advertised to visitors. 	2	C


123.	Downhill Demesne / Bishops Gate / Access Route		The path is long and consists of a mixture of loose and firm gravel.	The surface is reasonable but can be vulnerable to erosion and wear that results in uneven areas. Footpath should be subject to regular inspection and maintenance to ensure that a firm, level and relatively smooth surface is maintained.	1	M
124.	Downhill Demesne / Bishops Gate / Access Route		No seating is available on the route.	Resting points should be provided no more than 100m apart and should be placed clear of access routes with seating and tactile cues.	2	C

## 10. Dunluce Castle




Dunluce Castle is a State Care Monument maintained by the Department for Communities. In the 13th century, Richard Óg de Burgh, 2nd Earl of Ulster, built the first castle at Dunluce.

At the time of the visit it was undergoing refurbishment of the car park and installation of new ticket office facilities. The existing facility had an induction loop that was in storage.




### Dunluce Castle Access Audit Recommendations Tables

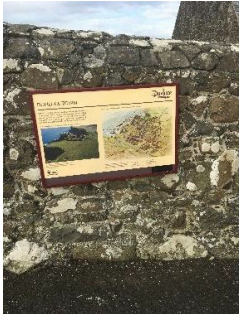


No:	Item	Identification	Comment	Recommendation	Priority	Cost Band
125.	Dunluce Castle / Ticket Office / Induction Loop		<p>The new counter does not appear to feature a hearing induction loop for hard of hearing visitors.</p> <p>BS8300 - A hearing enhancement system, using induction loop, infrared or radio transmission, should be installed at service or reception counters where the background noise level is high.</p>	<p>Install an induction loop to the reception desk. Install signage indicating the availability of the facility and ensure that staff members are aware in how to use the system.</p> <p>Direct Access has its own bespoke desk induction loop Please see here <a href="https://directaccessgp.co.uk/induction-loops-and-hearingenhancement-systems/">https://directaccessgp.co.uk/induction-loops-and-hearingenhancement-systems/</a></p>	1	A



126.	Dunluce Castle / Ticket Office / Counter		The ticket office is due for a replacement. The new service counter provided must be accessible to disabled people.	The counter should be designed to accommodate both standing and seated customers with at least one section of the counter 800mm wide, with its surface no higher than 760mm, and a knee recess 500mm deep up to a height of 700mm.	1	G
127.	Dunluce Castle / Ticket Office / Access		The entrance at the rear is stepped which would be difficult for any member of staff or volunteer with a mobility impairment.	Any new ticket office provided should incorporate level access for disabled people.	1	G
128.	Dunluce Castle / Ticket Office / Approach		Entrance to the new ticket office. There appears to be uneven surfaces which should be rectified prior to opening.	The approach to the ticket office should provide a smooth, level and slip-resistant surface 1800mm x 1800mm.	1	A

129.	Dunluce Castle / Ticket Office / Parking / Accessible Bays		The car park has incorrectly applied signage for accessible parking which is faded. Staff onsite confirmed that this will be part of the refurbishment.	The designated accessible parking bays should be clearly marked out at least 2.4m wide x 4.8m long plus a 1.2m side transfer zone at the side and end of the bay and the access symbol located at the centre of the bay.	1	B
130.	Dunluce Castle / Ticket Office / Parking / Accessible Bays		The car park has incorrectly applied signage for accessible parking which is faded. Staff onsite confirmed that this will be part of the refurbishment.	To the front of all accessible bays signs should be present with their lower edges 1000mm above the ground, to identify parking space when road markings are obscured, e.g. by snow or fallen leaves, with the words "Blue Badge holders only".	1	A
131.	Dunluce Castle / Entrance Gate		The gates at the entrance are manually operated and can be difficult to open.	The gate should provide minimum 1000mm opening width and should be capable of opening in both directions and of being opened easily with either hand, and should be self-closing.	2	C




132.	Dunluce Castle / Steep Access Routes		The access routes in some areas are particularly steep. This can cause significant difficulty for ambulant disabled people and wheelchair users.	Consideration should be given to providing handrails to one side of the steepest access routes. Subject to heritage constraints, any handrail installed should provide the required 300mm horizontal landing extensions with the entire handrail located at a height of 900mm from the slope and landing surface. Handrails should be coated with nylon or a suitable alternative to ensure that they are not cold to touch.	3	C
133.	Dunluce Castle / Steep Access Routes		There is limited seating provided on all of the access routes resulting in limited resting opportunities being available for disabled people.	Seating is recommended to be provided at 50m intervals on access routes on firm and level ground and should not reduce the width of any access any access route. Where seating is provided it should be to the accessible standard given below.	1	B
134.	Dunluce Castle / Steep Access Routes / Seating		There is limited seating provided on all of the access routes resulting in limited resting opportunities being available for disabled people.	<ul style="list-style-type: none"> <li>1) There should be a variety of seat heights, ranging from 380 mm to 580 mm, within which a height of 480 mm is suitable for wheelchair users.</li> <li>2) Armrests should be provided to help people lower themselves onto the seat and stand up.</li> <li>3) Where the seat is set at a height suitable for wheelchair users, armrests should not be set in so as not to restrict the lateral transfer from a wheelchair</li> <li>4) A supportive back-rest should be incorporated for at least 50% of the length of the seat.</li> </ul>	2	B

135.	Dunluce Castle / Interpretation Panels / Text		Text that is completely CAPITALISED loses word-shape and can be difficult for some disabled people to read.	Panel text should be replaced with text beginning with an upper-case letter and continuing with lower case letters. Text entirely in upper case type (capitals) should not be used.	3	A
136.	Dunluce Castle / Alternative Accessible Route		The wider access route provides a more accessible route from the car park area.	Signage should be used to direct visitors to this more accessible route from the car park.	1	A
137.	Dunluce Castle / Reception / Screen		The security screen has glare which can be difficult for deaf and hard of hearing people to lipread.	Reception or service points should be located where the ability of a person to lip read is not adversely affected, e.g., by the presence of windows, glazed screens or mirrors behind the service point. Reception counters and service points should not be placed in front of backgrounds which are patterned.	2	B









138.	Dunluce Castle / Reception / Lowered Section		There is no dropped counter.	The counter should be designed to accommodate both standing and seated customers with at least one section of the counter 800mm wide, with its surface no higher than 760mm, and a knee recess 500mm deep up to a height of 700mm.	2	B
139.	Dunluce Castle / Reception / Induction Loop		On arrival there was no hearing induction loop. This was found in storage and plugged back in and found to be working.	Implement a management procedure to keep the system in view of visitors and ensure that the correct signage is prominently displayed. 	1	M
140.	Dunluce Castle / Reception / External Steps		Steps do not have tactile warning surfaces at the top or bottom.	BS8300 Tactile warning surfaces should be present at the head and foot of the stairs located 400mm from the final step nosings. These are usually of a Corduroy type and must be installed flush so that they do not introduce a trip-hazard.	3	B


141.	Dunluce Castle / Reception / External Steps		Steps do not have step nosings.	The nosings of the steps are recommended to be contrasted. The contrasting material should extend 50 mm to 65 mm in width from the front edge of the tread and 30 mm to 55 mm from the top of the riser and should contrast visually with the remainder of the tread and riser.	2	A
142.	Dunluce Castle / Reception / External Steps / Handrail		Central handrail does not feature horizontal extensions.	The handrails could be replaced or improved to provide the required 300mm horizontal landing extensions with the entire handrail located at a height of 900mm from the slope and landing surface. As required by BS8300.	3	B
143.	Dunluce Castle / / Interpretation Location		Interpretation panels on grass are not accessible for wheelchair users and people who are unsteady on their feet.	Interpretation panels should be located in visible areas that can provide a clear 1500mm x 1500mm approach over firm, level and slip-resistant surfaces that are directly connected to an adjoining accessible access route 1500mm wide.	2	B




144.	Dunluce Castle / / Access Route Constraints		Concerns were raised about areas of the site where popular access routes were uneven and narrow due to the surface and width constraints of the ruins themselves.	Due to heritage constraints it is unfeasible to widen and resurface these access routes. The only viable option is to use signage to ensure that accessible routes are identified and waymarked. This allows disabled people to avoid access routes that may contain unpassable obstructions that may not be immediately apparent.	1	M
145.	Dunluce Castle / / Alternative Interpretation		An interpretation opportunity overlooks the sea and cliff which is accessed. Handrails can be used to provide Braille interpretation.	Consider using Braille on handrail to provide alternative accessible interpretation. For reference see <a href="https://www.news18.com/news/buzz/braille-inscription-railing-naples-castle-wall-italy-scenic-view-blind-people-4068731.html">https://www.news18.com/news/buzz/braille-inscription-railing-naples-castle-wall-italy-scenic-view-blind-people-4068731.html</a>	3	B
146.	Dunluce Castle / / Access Route Obstructions		There are instances where ruins present permanent obstructions on access routes that can be a particular hazard for Blind and partially sighted people.	Subject to heritage constraints these obstructions on access routes should be highlighted by using contrasting nosings or signage.	3	M







147.	Dunluce Castle / Steep Access Routes		Steep access routes are present at the site that provide the only access to some popular areas.	Subject to heritage constraints, consideration should be given to providing wooden TB R compliant steps and handrails to improve access to these areas.	2	C
148.	Dunluce Castle / Steep Access Routes		Signage features the use of CAPITALISED text in titles. This format diminishes word-shape and does not meet best practice legibility for disabled people.	According to best practice, words entirely in upper case type (capital) should be avoided. A sans serif type face with a relatively large “capital” height to “x” height should be used.	3	A
149.	Dunluce Castle / Embossed Interpretation / Audio Tour		Staff explained that these are old signs and that the audio tours indicated no longer exist. This may be confusing to deaf people thinking they may be missing out or visually impaired people looking for an audio description of the site.	The presence of audio-tours is important for everyone and particularly for Blind and partially sighted people. The audio tours indicated should be recommissioned and made available. In the short-term signage should state that the audio-tour is no longer available.	1	B

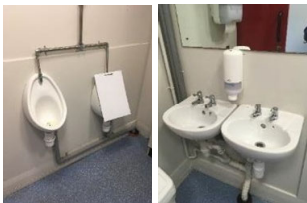


150.	Dunluce Castle / Steps		The steps do not feature nosing to the edges.	Subject to associated heritage constraints some contrasted nosing should be present. The contrasting material should extend 50 mm to 65 mm in width from the front edge of the tread and 30 mm to 55 mm from the top of the riser and should contrast visually with the remainder of the tread and riser.	3	A
151.	Dunluce Castle / Steps		Handrails are not present. It is noted that the status of the building may prevent the installation of compliant handrails. Improvements should be considered over the long-term as opportunities arise.	Subject to heritage constraints BS8300 compliant handrails should be installed to both sides of the steps. These should be well contrasted and not cold to touch. The handrails should have a suitable profile (circular: 40 – 45mm, oval 50mm, in diameter). The handrail should be installed at a height of 900mm and should continue horizontally at least 300mm beyond the top and the bottom steps.	3	B
152.	Dunluce Castle / Surfacing		Cobbled surfaces are not considered accessible for disabled people.	Subject to heritage considerations consideration should be given to providing a 1200mm width smooth, level and slip-resistant surface underfoot.	3	C



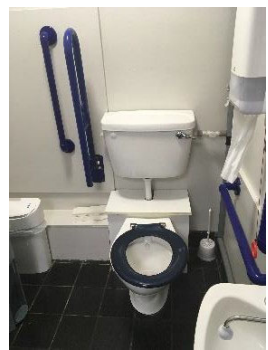
153.	Dunluce Castle / Signage Interpretation Location		Some signage pertaining to the site is covered by drainage. This makes it difficult to read.	Interpretation panels should be located in visible areas that can provide a clear 1500mm x 1500mm approach over firm, level and slip-resistant surfaces that are directly connected to an adjoining accessible access route 1500mm wide.	3	B
154.	Dunluce Castle / Tactile Model		This could benefit from a tactile model for visitors with visual impairment to understand the layout of a site.	A tactile model of the site is a good way of presenting information to everybody, including Blind and partially sighted people. Good tactile models include Braille & embossed labels and accompanying audio to identify and explain key areas.	3	C
155.	Dunluce Castle / Interpretation / QR Codes		Many disabled people carry devices, such as Tablets and phones, that are customised to meet their personal access requirements. Providing interpretation through these devices is a great way of ensuring that disabled people have access to BSL, subtitles and audio information.	QR codes can be added to provide access to interpretation panels. Dynamic QR codes should be used because they can be edited. QR codes should be prominently displayed and advertised to visitors.	2	G

156.	Dunluce Castle / Alternative Access & Interpretation		The key areas of the site can only be access by steps. Provide a panel, video or similar, at an accessible location. This will provide alternative interpretation to show the same key features and views that can be gained by visitors able to explore the ruins independently.	Any alternative interpretation provided must be available in accessible formats, such as tactile, audio, Braille.	2	G
157.	Dunluce Castle / Seating / Location		There is limited seating on site. What seating exists does not feature arm rests.	Resting points should be provided no more than 100m apart and particularly on steep access routes. Any seating provided should be placed clear of access routes with seating and tactile cues.	2	C
158.	Dunluce Castle / Seating / Specification		Seating provided is not to an accessible standard and is located in areas that are not accessible to some disabled people.	Seating should be located on firm and level ground in an area that will not obstruct adjoining access routes. Provide benches with a backrest and armrests. Ensure that the armrests are well contrasted and that there is a space either side of the seat so that a wheelchair user can park alongside a seated companion.  Refer to BS 8300 specification below.	2	B

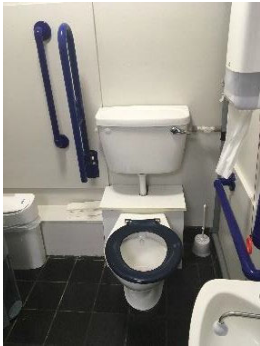






159.	Dunluce Castle / Seating / Specification		Seating provided is not to an accessible standard and is located in areas that are not accessible to some disabled people.	<p>1) There should be a variety of seat heights, ranging from 380 mm to 580 mm, within which a height of 480 mm is suitable for wheelchair users.</p> <p>2) Armrests should be provided to help people lower themselves onto the seat and stand up.</p> <p>3) Where the seat is set at a height suitable for wheelchair users, armrests should not be set in so as not to restrict the lateral transfer from a wheelchair</p> <p>4) A supportive back-rest should be incorporated for at least 50% of the length of the seat.</p>	2	B
160.	Dunluce Castle / Toilets / Signage		The signage for the toilet does not feature recognisable symbols to identify their use.	<p>Toilet door signage should feature tactile signage including correct symbols and Braille. All accessible WC door signage to be accessible to all disabled people with Braille and embossed lettering p</p> 	2	A
161.	Dunluce Castle / Toilets / Urinals		The urinal does not feature a grab rail.	A well contrasted grab rail should be provided to both sides of one urinal in every WC where applicable.	3	A




162.	Dunluce Castle / Toilets / Sanitary-Ware / Contrast		Urinals are white against a white wall which does not offer sufficient contrast.	The surface finish of sanitary fittings and sanitary-ware, such as urinals, sinks and toilets, should contrast visually with background wall and floor finishes. An LRV (Light Reflectance Value) difference of 30 points is considered good contrast. This can be achieved during future refurbishment and repainting.	3	G
163.	Dunluce Castle / Accessible WC / Mirror		A mirror should be provided.	A full-length mirror should be present at a height between 600mm - 1600mm located away from the handbasin in accordance with BS8300.	2	A
164.	Dunluce Castle / Accessible WC / Hooks		Clothes hooks should be provided to provide a convenient location for items to be stored away from the floor.	Clothes hooks should be provided, located on the back of the door at two heights of 1400mm and 1050mm.	2	A




165.	Dunluce Castle / Accessible WC / Door Closer		A door closer is fitted to the door. Closers make doors difficult to open and restrict the manoeuvrability available for disabled people within small areas such as Accessible WCs.	Closer to be removed and door to provide smooth and easy opening action requiring a maximum 30 Newton of force.	2	A
166.	Dunluce Castle / Accessible WC / Transfer Zone		The bin is in the transfer zone which restricts the manoeuvring space available to wheelchair users.	Accessible WC must be regularly inspected in order to maintain the transfer zone alongside the WC free of obstructions. Bins and other items can prevent wheelchair users from approaching and transferring.	1	M
167.	Dunluce Castle / Accessible WC / Back Rest		There is no backrest provided.	A fixed horizontal rail, with a padded backrest, should be located behind, and centred on, the WC pan when the cistern is not present.  Refer to TB R & BS8300 for guidance.	2	A




168.	Dunluce Castle / Accessible WC / Flush		The flush is on the wrong side of the cistern.	Install a spatula style flush on the transfer side of the toilet pan.  Refer to BS8300 - Where practicable, the flush should be operated manually by a spatula type lever and, for a corner arrangement, positioned on the open or transfer side of the pan for ease of access.	1	A
169.	Dunluce Castle / Accessible WC / Taps		The lever tap appears to be for cold water and hot water comes from the white unit. The turn dial on the unit may not be accessible for visitors with dexterity impairments.	The different taps should be replaced with lever style or mixer, this will aid people with limited dexterity in their wrists.  According to BS8300 - Taps should either be mixer taps with an up and down action to control water flow or individual hot and cold lever operated taps with not more than a quarter turn from off to full flow.	2	A
170.	Dunluce Castle / Accessible WC / Grab-Rails		A vertical grab-rail is only present to one side of the handbasin.	Grab rails should be provided either side of the washbasin. Where possible, vertical support bars at least 600mm long should be fixed each side of the washbasin, with their mid-point at 1100mm above the floor.  Refer to TB R & BS8300 for guidance.	2	A

171.	Dunluce Castle / Visitor Centre / Manifestation		Manifestation on door at upper level only.	Well contrasted manifestations should be provided at two heights to the entrance. Glazed doors need to have permanent strips on the glass within two zones, 850mm to 1000mm from the floor and from 1400mm to 1600mm from the floor. These strips need to be contrast in colour (not treated glass) and luminance with the background.	3	A
172.	Dunluce Castle / Visitor Centre / Temporary Notices		Temporary notices are all capitalised which do not conform to best practice.	Implement a management procedure to ensure that any temporary notices are typed out using a mixture of lower case and upper case lettering. According to best practice, words entirely in upper case type (capital) should be avoided. A sans serif type face with a relatively large "capital" height to "x" height should be used.	2	M
173.	Dunluce Castle / Visitor Centre / Barriers		Rope barriers can be difficult for Blind and partially sighted people to see and detect due to the space beneath being beyond the arc of a detection cane.	It is often easier to fill the void beneath barriers with signage, seating, planting or similar that will provide guarding at a low level.	2	M

174.	Dunluce Castle / Visitor Centre / Barriers / Access Routes		Rope barriers do not appear to offer sufficient space to allow access by all disabled people.	Access routes should allow a minimum aisle width of 1200mm with 1800mm diameter turning space for a turn or return. If these dimensions cannot be implemented due to space or COVID restrictions staff must be prepared to move the barriers to allow access.	3	M
175.	Dunluce Castle / Visitor Centre / Interpretation		Interpretation graphic panels generally demonstrate good access. Limited instance of CAPITALISED text and stylised fonts.	During refurbishment or replacement. All labelling and text should follow clear-print guidance and be of a non-stylised sans-serif font in sentence case with good contrasted between text and a matt finish non-glossy background.	3	G
176.	Dunluce Castle / Visitor Centre / Interpretation		Interpretation graphic panels generally demonstrate good access. Limited instance of CAPITALISED text and stylised fonts.	During refurbishment or replacement. Panel text should be replaced with text beginning with an upper-case letter and continuing with lower case letters. Text entirely in upper case type (capitals) should not be used.	3	G

177.	Dunluce Castle / Visitor Centre / Alarm		The visitor centre does not have a visible alarm beacon or strobe for deaf and hard of hearing visitors.	A suitable method of warning should be provided where one or more persons with impaired hearing are anticipated. This method is ideally by providing visual alarm warnings or it can be managed by allocated personnel and management systems.	2	A
178.	Dunluce Castle / Visitor Centre / Approach / Gate		The gates at the entrance are manually operated and can be difficult to open.	The gate should provide minimum 1000mm opening width and should be capable of opening in both directions and of being opened easily with either hand, and should be self-closing.	2	B
179.	Dunluce Castle / Visitor Centre / Approach / Surface		Cobbled surfaces are not considered accessible for disabled people.	Subject to heritage considerations consideration should be given to providing a 1200mm width smooth, level and slip-resistant surface underfoot.	3	C


180.	Dunluce Castle / Interpretation Lecterns		The interpretation panel are located on uneven loose surfaces.	Interpretation panels should be located in visible areas that can provide a clear 1500mm x 1500mm approach over firm, level and slip-resistant surfaces that are directly connected to an adjoining accessible access route 1500mm wide.	2	B
------	--	---	--	--	---	---

## 11. Glenmona House and Cushendun Village Walk

Glenmona House was built around 1834 and later enlarged by Michael Harrison. Brought by the National Trust in 1954, it was rented to the Health and Social Care Board as a nursing home. It is one of the 'original' 5 big houses in the area. Some rooms are rented out e.g. hairdressers and community-led social enterprises. If more community use was found, this could generate revenue to refurbish more parts of the house such as the use of the rear as a wedding venue. More detailed work would be required on any refurbishment plans to ensure that what is proposed will meet accessibility requirements. It was suggested by several people during consultation that Glenmona House could be a site for a Changing Places facility to serve Cushendun and the Mid-Antrim area.




There is an urgent priority need for an evacuation chair as offices on the top floor are accessible via lift. The lift cannot be used in the event of an emergency therefore requiring an alternative means of egress. The walks need interpretation panels and signs from car parks to where the accessible routes to beach are. CCGHT indicated the focus is on developing the walks.




### Glenmona House and Cushendun Access Audit Recommendations Tables




No:	Item	Identification	Comment	Recommendation	Priority	Cost Band
181.	Strand House / Signage		Signage such as this for Strand House is small and difficult for people to see.	Text height should be enlarged according to content and reading height. For large identification signs an 'X' height of 150mm is recommended with an absolute minimum 'X' height of 25mm at a 1m reading distance.	3	B



182.	Strand House / Parking		There are issues with people parking here blocking access (the end leads to the beach). People park due to the playing fields to the left. The road is protected therefore bollards are not feasible.	The parking issue can be resolved by providing signage and temporary bollards/cones on days when the playing fields are busy.	1	A
183.	Strand House & Cushendun / Seating		Seating provided is not to an accessible standard and is located in areas that are not accessible to some disabled people.	Seating should be located on firm and level ground in an area that will not obstruct adjoining access routes. Provide benches with a backrest and armrests. Ensure that the armrests are well contrasted and that there is a space either side of the seat so that a wheelchair user can park alongside a seated companion.  Refer to BS 8300 specification below.	2	B
184.	Strand House & Cushendun / Seating		Seating provided is not to an accessible standard and is located in areas that are not accessible to some disabled people.	1) There should be a variety of seat heights, ranging from 380 mm to 580 mm, within which a height of 480 mm is suitable for wheelchair users. 2) Armrests should be provided to help people lower themselves onto the seat and stand up. 3) Where the seat is set at a height suitable for wheelchair users, armrests should not be set in so as not to restrict the lateral transfer from a wheelchair 4) A supportive back-rest should be incorporated for at least 50% of the length of the seat.	2	B




185.	Strand House & Cushendun / Seating / Locations		There is limited seating on site. What seating exists does not feature arm rests.	Resting points should be provided no more than 100m apart and particularly on steep access routes. Any seating provided should be placed clear of access routes with seating and tactile cues.	2	C
186.	Strand House & Cushendun / Access Route / Surfacing		The access routes throughout the beach area are a mix of gravel, grass, and bare earth. These surfaces may not be accessible particularly during inclement weather conditions.	Within conservation constraints consideration should be given to resurfacing the most popular access routes to provide an accessible level, firm, slip resistant and reasonably smooth surface.	3	D
187.	Cushendun Beach / Beach Access		There are several footpaths through the dunes accessing the beach with some areas suffering from erosion and inevitable build-up of sand.	Consideration should be given to selecting the most accessible route from the car park to the beach and providing signage to identify it as a multi-user access route.	2	A

188.	Cushendun Beach / Beach Access		There are several footpaths through the dunes accessing the beach with some areas suffering from erosion and inevitable build-up of sand.	Any identified multi-user route should be accompanied by maintenance to surfacing and wooden boarding to ensure that this route is fit for purpose.	1	G
189.	Cushendun Beach / Beach Access		This is the route most people take from the car park rather than use the path.	Signage should be provided to direct visitors to the accessible routes and paths through the dunes and down to the beach.	1	A
190.	Cushendun / General / Signage Review		There are various paths connecting Strand House, Glenmona House, Cushendun Beach and Cushendun. The wayfinding signage requires improvement to allow disabled people to plan better.	External wayfinding review required to allocate signage that features details of distances, gradients, steps, toilets etc and destination and accessibility of route.	1	C




191.	Cushendun / General / Access Guide		There are various paths connecting Strand House, Glenmona House, Cushendun Beach and Cushendun. Pre-visit access information can be improved.	It is recommended that a new Access Guide is created in a range of formats. The guide will detail physical, cognitive, and sensory accessible visitor experiences, facilities, and site limitations in a concise online and portable format. These formats are Audio, Braille, Large Print, Easy-Read and electronic formats such as WORD and PDF.	1	B
192.	Cushendun / General / Website / Accessibility Information		The website does not include any accessibility information for disabled people planning a visit.	BS8300 states that clear and accurate pre-visit information via websites, literature, social media, telecommunications that is easy to access and understand and available in alternative formats, including details of modes of transport, parking, drop-off, and what level of accessibility to expect on arrival should be provided.	1	B
193.	Cushendun / Car Park / Accessible Parking Bays		There are no marked accessible parking bays.	6% of total spaces should be designated accessible parking spaces located as close as possible to facilities. All accessible parking bays should be marked out at least 2.4m wide x 4.8m long plus a 1.2m side transfer zone at the side and end of the bay and the access symbol located in the centre. A sign should be present to the front of each bay with its lower edge 1000 mm above the ground with the words "Blue Badge holders only".	1	C




194.	Cushendun / Car Park / Toilets / Signage		The sign for toilets does not indicate the direction and use of toilet facilities.	<p>Directional and identification toilet signage requires improvement to include recognisable symbols and directional arrows.</p> 	1	B
195.	Cushendun / Car Park / Toilets / Accessible WC / Door		The accessible WC door opens inwards which can result it access becoming obstructed.	The accessible WCs should all have an outward opening door which will make it easy to assist someone within the WC should they stumble or fall and rest against the door.	2	A
196.	Cushendun / Car Park / Toilets / Accessible WC / Grab-rails		A vertical grab-rail should be present to both sides of the handbasin.	<p>Grab rails should be provided either side of the washbasin. Where possible, vertical support bars at least 600mm long should be fixed each side of the washbasin, with their mid-point at 1100mm above the floor.</p> <p>Refer to TB R &amp; BS8300 for guidance.</p>	2	A






197.	Cushendun / Car Park / Toilets / Accessible WC / Grab-rails		Grab-rail is not present on the closed side of the WC pan closest to WC. The horizontal grab-rail is located on the open side where it cannot be used for transfer to the WC.	Horizontal 600mm grab-rail to be provided on the closed side of the WC pan 250mm from back wall at a height of 680mm.  Refer to TB R & BS8300 for guidance.	1	A
198.	Cushendun / Car Park / Toilets / Accessible WC / Paper Dispenser		The toilet paper dispenser was high on the wall and difficult to reach for anyone sitting.	Dispenser should be relocated to an accessible height with lower edge no higher than 800mm – 1000mm.  Refer to TB R & BS8300 for guidance.	2	A
199.	Cushendun / Car Park / Toilets / Accessible WC / Call Alarm		There does not appear to be a call alarm provided in the accessible toilet.	An emergency assistance alarm featuring correctly located pull cord, coloured red, should be provided with two red bangles of 50 mm diameter, one set at a height between 800 mm and 1 000 mm and the other set at 100 mm above finished floor level.  Refer to TB R & BS8300 for guidance.	1	B



200.	Cushendun / Car Park / Toilets / Step		The standard toilet facility has a stepped entrance.	Level access should be available to all toilets to allow all disabled people equality of choice.	3	B
201.	Cushendun / Car Park / Toilets / Step		Step nosing is not contrasted and could be a hazard for Blind and partially sighted people.	Contrasted nosing should be present. The contrasting material should extend 50 mm to 65 mm in width from the front edge of the tread and 30 mm to 55 mm from the top of the riser and should contrast visually with the remainder of the tread and riser.	3	A
202.	Cushendun / Car Park / Toilets / Urinals		There is no grab rail for ambulant users.	A well contrasted grab rail should be provided to both sides of one urinal in every WC where applicable.	3	A




203.	Cushendun / Car Park / Toilets / Taps		<p>Push taps are installed throughout the toilets. These can be very difficult for disabled people to operate.</p>	<p>The push taps should be replaced with lever style, this will aid people with limited dexterity in their wrists.</p> <p>According to BS8300 - Taps should either be mixer taps with an up and down action to control water flow or individual hot and cold lever operated taps with not more than a quarter turn from off to full flow.</p>	2	A
204.	Cushendun / Car Park / Toilets / Ambulant Toilet		<p>There are no grab rails for ambulant users who may not be able to access the accessible facility if it is in use by others.</p>	<p>As the toilets throughout the site are refurbished, there should be an internal standard or set of guidelines. These should state that any toilet being refurbished should be checked for the feasibility of including a cubicle for ambulant disabled persons. Any ambulant disabled cubicle provided should be TB R compliant.</p>	2	C
205.	Cushendun / Car Park / Toilets / Contrast		<p>To help blind and partially sighted people identify key objects within sanitary accommodation, support rails and grab rails should contrast visually with the wall, the WC seat and cover should contrast visually with the WC pan and cistern, and sanitary fittings and accessories should contrast visually with the background against which they are seen.</p>	<p>Greater contrast should be considered during any repair, replacement or refurbishment, for the fixtures and fittings within the WCs. This can be achieved by having light sanitary ware seen against a dark background or vice versa.</p>	3	G

206.	Cushendun / Car Park / Signage		There are various paths connecting Strand House, Glenmona House, Cushendun Beach and Cushendun. The wayfinding signage is inconsistent and requires improvement to allow disabled people to plan better.	External wayfinding review required to allocate signage that features details of distances, gradients, steps, toilets etc and destination and accessibility of route. Signage to be consistent, connected and located at key point, junctions and information and interest points.	1	C
207.	Cushendun / Glenmona House / Picnic Area		Picnic area can be improved by providing accessible tables accessed in areas that are approached over a good surface.	Provide a picnic table in an area within the enclosure that has a firm, level and slip-resistant surface. A range of table heights should be available, with the clear space to the underside of the tables between 700mm and 800mm. Seating should be contrasted and accommodate a variety of seat heights at 380mm, 480mm and 580mm with some seating available with both back support 300mm from seat level and armrests.	3	G
208.	Cushendun / Glenmona House / Playground		The playground features equipment designed to offer inclusive play opportunities.	More details regarding opportunities and access to inclusive play opportunities should be readily available online. This will allow families to plan visits that are suitable for children that are disabled.	2	G



209.	Cushendun / Glenmona House / Path		Mown grass surfaces are not considered accessible to all disabled people due to the variable condition and slip-resistance of the surface in different weather conditions.	To convert this route to an accessible walk an accessible surface 1800mm wide is recommended. To be accessible path surfaces must be compact, firm, non-slip and obstacle free. Suitable materials include concrete, tarmac, stone, timber and paving.	3	C
210.	Cushendun / Glenmona House / Accessibility Information		Path from car park to Glenmona House. Disabled people who have informed management in advance are able to park in front of the house itself.	The most immediate available information on <a href="https://www.nationaltrust.org.uk/cushendun/features/glenmona-house-one-of-the-big-houses-of-cushendun">https://www.nationaltrust.org.uk/cushendun/features/glenmona-house-one-of-the-big-houses-of-cushendun</a> did not provide relevant contact information to arrange parking. Website should be updated to provide relevant accessibility information.	1	M
211.	Cushendun / Village / Car Park / Accessible Bays		Village car park also does not have parking bays marked out.	6% of total spaces should be designated accessible parking spaces located as close as possible to facilities. All accessible parking bays should be marked out at least 2.4m wide x 4.8m long plus a 1.2m side transfer zone at the side and end of the bay and the access symbol located in the centre. A sign should be present to the front of each bay with its lower edge 1000 mm above the ground with the words "Blue Badge holders only".	1	C

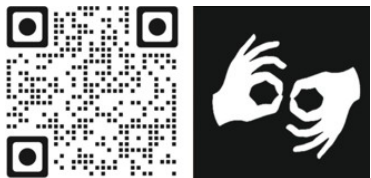







212.	Cushendun / Village / Access Routes		Street furniture in the village can reduce the usable width of the pavement.	Where expected pedestrian use is high as part of recognised walking routes liaison should be undertaken with business owners and the responsible highway authority to ensure that signage and street-furniture does not reduce access routes, pavements, and footpaths below a 1200mm width.	1	M
213.	Cushendun / Village / Tactile Paving		Uncontrolled crossing at parking access has no tactile paving installed which may cause difficulty for Blind/partially sighted people.	Site management should undertake liaison with DFI Roads to provide tactile paving in the area to aid people with impaired vision. The paving should be 'Buff' coloured in accordance with GOTP (Guidance on the use of Tactile Paving Surfaces).	3	M
214.	Cushendun / Village / Parking Signage		Limited signage at the entry to the parking area to direct people to the accessible parking.	There should be a sign at the entrance to the car park to indicate parking and any accessible parking spaces.  Refer to BS8300, A sign or, if appropriate, signs should be provided at the entrance to each car park and at each change in direction to direct disabled motorists to designated parking spaces.	2	A

215.	Cushendun / Village / Riverside Walk / Signage		Limited signage available to indicate accessibility of route. Accessibility information allows disabled people to make informed decisions,	Signage should be provided to indicate: features that affect accessibility: <ul style="list-style-type: none"> <li>• Distance</li> <li>• Access barriers (e.g. gates and stiles)</li> <li>• Width of path</li> <li>• Longitudinal gradient</li> <li>• Cross gradient</li> <li>• Surface roughness</li> <li>• Presence of steps</li> </ul>	1	B
216.	Cushendun / Village / Riverside Walk / Signage		Limited signage available to indicate accessibility of route. Accessibility information allows disabled people to make informed decisions,	Any changes to signage should be consistent and part of a wide external wayfinding review required to allocate signage that features details of distances, gradients, steps, toilets etc and destination and accessibility of route.	1	C
217.	Cushendun / Village / Riverside Walk / Surface		The surface of the path is reasonable throughout with a good surface and width provided.	The surface should be subject to regular inspection and maintenance. The steeper gradients should be indicated on signage at both ends of the route.	1	B



218.	Cushendun / Village / Riverside Walk / Picnic Area		This area features access down to the riverside and a picnic area. The tables provided are not located in an accessible area.	Provide level access to a picnic table in an area that has a firm, level and slip-resistant surface. A range of table heights should be available, with the clear space to the underside of the tables between 700mm and 800mm. Seating should be contrasted and accommodate a variety of seat heights at 380mm, 480mm and 580mm with some seating available with both back support 300mm from seat level and armrests.	2	B
219.	Cushendun / Village / Riverside Walk / Interpretation		The interpretation panel is on uneven ground.	Interpretation panels should be located in visible areas that can provide a clear 1500mm x 1500mm approach over firm, level and slip-resistant surfaces that are directly connected to an adjoining accessible access route 1500mm wide.	2	B
220.	Cushendun / Village / Riverside Walk / Interpretation		The interpretation panel does not provide any information for visitors with a visual or hearing impairment.	Many disabled people carry devices, such as Tablets and phones, that are customised to meet their personal access requirements. Providing interpretation through these devices is a great way of ensuring that disabled people have access to BSL, subtitles and audio information.	2	C




221.	Cushendun / Village / Riverside Walk / Interpretation		The interpretation panel does not provide any information for visitors with a visual or hearing impairment.	QR codes can be added to provide access to interpretation panels. Dynamic QR codes should be used because they can be edited. QR codes should be prominently displayed and advertised to visitors. 	2	C
222.	Cushendun / Village / Riverside Walk / Signage		Wayfinding needs to be reviewed as in some places arrows were leading into dead ends or private property and not the route of public access.	Signage should be provided to indicate: features that affect accessibility: <ul style="list-style-type: none"> <li>• Distance</li> <li>• Access barriers (e.g. gates and stiles)</li> <li>• Width of path</li> <li>• Longitudinal gradient</li> <li>• Cross gradient</li> <li>• Surface roughness</li> <li>• Presence of steps</li> </ul>	1	B
223.	Cushendun / Village / Riverside Walk / Signage		Wayfinding needs to be reviewed as in some places arrows were leading into dead ends or private property and not the route of public access.	Any changes to signage should be consistent and part of a wide external wayfinding review required to allocate signage that features details of distances, gradients, steps, toilets etc and destination and accessibility of route.	1	C

224.	Cushendun / Village / Riverside Walk / Wooden Bollards		Grey bollards on grey background presents poor contrast that may cause difficulty and present a collision hazard to Blind/partially sighted people.	Add colour contrast to the bollards to ensure that they are easily distinguishable against the background upon which they are seen. BS8300 - Low-level posts, e.g. bollards, should not be located within an access route. they should be at least 1000 mm high and should contrast visually with the background against which they are seen (it is desirable also to incorporate a 150 mm deep contrasting strip at the top).	3	A
225.	Cushendun / Village / Riverside Walk / Seating		Access for disabled people can be improved by additional seating being provided particularly at the top and bottom of steeper inclines.	Resting points could be provided no more than 100m apart and particularly on steep access routes. Any seating provided should be placed clear of access routes with seating and tactile cues.	2	C
226.	Cushendun / Village / Riverside Walk / Seating		Seating provided is not to an accessible standard and is located in areas that are not accessible to some disabled people.	Seating should be located on firm and level ground in an area that will not obstruct adjoining access routes. Provide benches with a backrest and armrests. Ensure that the armrests are well contrasted and that there is a space either side of the seat so that a wheelchair user can park alongside a seated companion.  Refer to BS 8300 specification below.	2	B





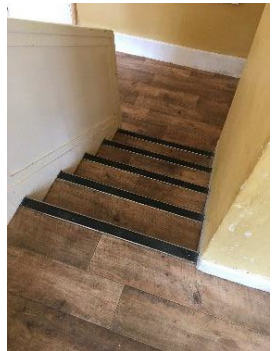
227.	Cushendun / Village / Riverside Walk / Seating		Seating provided is not to an accessible standard and is located in areas that are not accessible to some disabled people.	<p>1) There should be a variety of seat heights, ranging from 380 mm to 580 mm, within which a height of 480 mm is suitable for wheelchair users.</p> <p>2) Armrests should be provided to help people lower themselves onto the seat and stand up.</p> <p>3) Where the seat is set at a height suitable for wheelchair users, armrests should not be set in so as not to restrict the lateral transfer from a wheelchair</p> <p>4) A supportive back-rest should be incorporated for at least 50% of the length of the seat.</p>	2	B
228.	Glenmona House / Car Park / Accessible Bay		Parking at Glenmona House car park does not include any accessible parking bays.	<p>Consider providing some accessible parking bays. At least 1x accessible bay should be provided to on-street standard 3.6m W x 6-6m L, parallel to kerb.</p> <p>See TB R &amp; BS8300 for further guidance.</p>	3	B
229.	Glenmona House / Accessible Entrance / Signage		When looking at the front of the house it is not clear where the accessible entrance is.	<p>Signage indicating the location of any alternative accessible entrance should be clearly visible on the approach to the building.</p> 	1	A

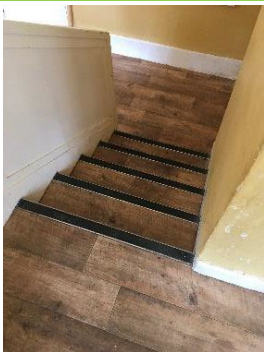

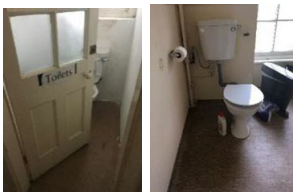
230.	Glenmona House / Entrance / Steps		Steps do not feature contrasted nosings.	Subject to associated heritage constraints some contrasted nosing should be present. The contrasting material should extend 50 mm to 65 mm in width from the front edge of the tread and 30 mm to 55 mm from the top of the riser and should contrast visually with the remainder of the tread and riser.	3	A
231.	Glenmona House / Entrance / Handrails		Steps to house without handrails.	Subject to heritage constraints BS8300 compliant handrails should be installed to both sides of the steps. These should be well contrasted and not cold to touch. The handrails should have a suitable profile (circular: 40 – 45mm, oval 50mm, in diameter). The handrail should be installed at a height of 900mm and should continue horizontally at least 300mm beyond the top and the bottom steps.	2	B
232.	Glenmona House / Entrance / Door Button		Door activation button is faded and not sufficiently contrasted or signed.	Refresh signage to ensure that the door is powered and can be opened by pressing the button. <div></div>	1	A



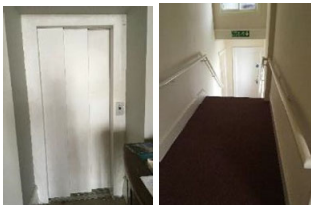
233.	Glenmona House / Entrance / Powered Door		The electrical cable or unit to control the automatic door has been removed. Reinstating this will enable the door to be operated again.	Door to be repaired to ensure that it is in working order for disabled people that require it to access public spaces in the house during opening hours.	1	A
234.	Glenmona House / Entrance / Door Button		The button for the door is too high. It is confusing as it implies that the automatic door does work.	Both internal and external buttons should be covered whilst the door is not operational.	1	M
235.	Glenmona House / Entrance / Door Button		The button for the door is too high. It is confusing as it implies that the automatic door does work.	Manual activation controls for power-operated pedestrian doors should be located at a height of between 750 mm and 1 000 mm from finished floor level.	3	A

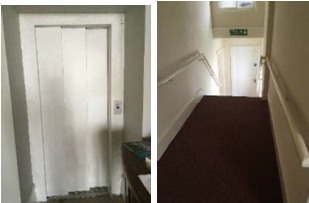
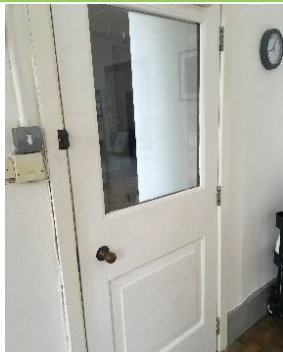



236.	Glenmona House / Entrance / Doorbell		The doorbell is located too high for wheelchair users or people of short stature to reach. The white of the doorbell does not provide sufficient contrast with the window frame.	The doorbell/call button should be contrasted against its background and relocated at a height of between 900mm and 1100mm.	2	A
237.	Glenmona House / Accessible Route / Signage		The accessible route from the car park involves going round the foliage. There are no signs to indicate that it is the accessible path.	Where an accessible route is offered as an alternative access route it must be clearly signed so that disabled people can make informed decisions without expending unnecessary physical effort.	1	A
238.	Glenmona House / Stairs / Nosings		Stairs do not feature contrasted nosings which will make them more difficult for Blind and partially sighted people to use.	Respecting heritage constraints the nosing of each step is recommended to be contrasted 50mm to 65mm in width from the front edge of the tread and 30mm to 55mm from the top of the riser and should contrast visually with tread and riser.	3	B

239.	Glenmona House / Fire Alarm		The fire alarm is audible only with no flashing lights.	A suitable method of warning should be provided where one or more persons with impaired hearing are anticipated. This method is ideally by providing visual alarm warnings or it can be managed by allocated personnel and management systems.	2	M
240.	Glenmona House / Lift		Lift was out of order on day of visit as due for a service.	Lifts need to be fit for purpose at all times and regularly serviced. Site management need to ensure that the appropriate procedures are implemented particularly if upper floors are reopened to the public.	1	B
241.	Glenmona House / Stairs		Spaces to the rear of the property are only accessed by stairs.	These areas are currently unoccupied. Care must be taken to ensure that any publicly available services offered in these areas can be replicated in an accessible location to ensure equality of service delivery.	1	M

242.	Glenmona House / Stairs / Handrails		The stairs do not feature handrails.	BS8300 compliant handrails should be installed to both sides. These should be well contrasted and not cold to touch. The handrails should have a suitable profile (circular: 40 – 45mm, oval 50mm, in diameter). The handrail should be installed at a height of 900mm and should continue horizontally at least 300mm beyond the top and the bottom steps.	3	B
243.	Glenmona House / Kitchen Areas		There are kitchens that are not currently being used but could be recommissioned if the areas are reopened.	It is recommended that the building management considers an in-house standards document for refurbishments which ensures that all staff kitchenettes going forward feature lever style taps, improved contrast and split height worksurfaces.  Refer to TB R & BS8300 for guidance.	2	G
244.	Glenmona House / Toilets		None of the toilets provided are to an accessible standard.	According to TB R/6.12 -“At each location where there is sanitary accommodation for visitors, customers, or staff, at least one unit of unisex wheelchair accessible sanitary accommodation should be provided.”  Provide a TB R compliant Accessible WC in the event of any refurbishment.	1	G

245.	Glenmona House / Grab-rails		Grab rails are white on cream walls which does not provide adequate contrast.	These grabrails should be removed.	2	M
246.	Glenmona House / Shower		A level access shower is available on the top floor. This is rarely used, can only be accessed by lift/stairs, and is not to a full accessible specification.	<p>According to TB R/6.27/28 -“Where a communal shower facility is provided, it should include a wheelchair accessible incorporated shower facility within it. Where there is a shower facility for staff, not less than one individual wheelchair accessible shower room should also be provided.”</p> <p>Provide a TB R compliant Accessible WC in the event of any refurbishment.</p>	1	G
247.	Glenmona House / Emergency Evacuation		Fire exits throughout the top floors involve going up and down stairs.	Fire Refuges on upper floors must be a minimum 1400mm x 900mm clear of any escape route and must be equipped with suitable handling and communication equipment to allow disabled people to access the upper floors safely using the lift.	1	B



248.	Glenmona House / Emergency Evacuation		Fire exits throughout the top floors involve going up and down stairs.	A review of the existing evacuation procedures is recommended prior to any public reopening of upper floors. There does not appear to be evacuation chairs provide appropriately for the site.	1	A
249.	Glenmona House / Doorknobs		Door furniture should be replaced by more accessible lever action handle capable of being operated using a closed-fist.  Deemed fit to retain only if door remains fully open during opening hours.	Door furniture should be replaced by more accessible lever action handle capable of being operated using a closed-fist.  Deemed fit to retain only if door remains fully open during opening hours.	2	A
250.	Glenmona House / Hairdresser / Reception		A hearing enhancement system, using induction loop, infrared or radio transmission, should be installed at service or reception counters where the background noise level is high.	Install an induction loop to the reception desk. Install signage indicating the availability of the facility and ensure that staff members are aware in how to use the system. Direct Access supply, install and provide brief training. <a href="https://directaccessgp.co.uk/induction-loops-and-hearingenhancement-systems/">https://directaccessgp.co.uk/induction-loops-and-hearingenhancement-systems/</a>	2	A






## 12. Portrush Strand

East Strand Beach, at the heart of the coastal resort of Portrush, forms a continuum of sand, approx. 2.5 km / 1.6 miles long. It is popular for water sports all year round, especially surfing. The beach is bounded by a pedestrian promenade and an extensive dune system hosting the Royal Portrush Golf Course. In 2020 the East Strand Beach received the Seaside Award.


### Portrush Strand Access Audit Recommendations Tables

No:	Item	Identification	Comment	Recommendation	Priority	Cost Band
251.	Portrush / Toilet Signage		The signage for the toilet does not feature recognisable symbols to identify their use.	<p>Toilet signage should feature correct symbols to identify accessible WC.</p> 	2	A

252.	Portrush / Accessible Bays / Demarcation		Signage for the accessible parking bays is faded and require renewal.	The accessible bay markings should be repainted to provide clearly defined 1200mm transfer zones to both sides and rear and the required access symbol.	2	B
253.	Portrush / Accessible Bays / Dropped Kerbs		The dropped kerbs are blocked by the van and trailer preventing any wheelchair user from exiting their car and accessing the pavement.	Liaison should be undertaken with the responsible authority to ensure that the dropped kerbs are correctly marked and accompanied by monitoring and penalty notice procedures to ensure that dropped kerbs are not blocked by vehicles.	1	M
254.	Portrush / Toilets / Accessible WC / RADAR Key Access		It was not possible to access the accessible toilet. The Accessible WC can only be accessed using a RADAR key. Not all disabled people carry keys.	It is a good idea to have a RADAR key available to borrow from a local business owner, tourist information or council office.	1	M

255.	Portrush / Toilets / Urinals		There is no grab rail for ambulant users.	A well contrasted grab rail should be provided to both sides of one urinal in every WC where applicable.	3	A
256.	Portrush / Toilets / Taps		Push taps are installed throughout the toilets. These can be very difficult for disabled people to operate.	<p>The push taps should be replaced with lever style, this will aid people with limited dexterity in their wrists.</p> <p>According to BS8300 - Taps should either be mixer taps with an up and down action to control water flow or individual hot and cold lever operated taps with not more than a quarter turn from off to full flow.</p>	2	A
257.	Portrush / Toilets / Ambulant Disabled Cubicle		There are no grab rails for ambulant users who may not be able to access the accessible facility if it is in use by others.	As the toilets throughout the site are refurbished, there should be an internal standard or set of guidelines. These should state that any toilet being refurbished should be checked for the feasibility of including a cubicle for ambulant disabled persons. Any ambulant disabled cubicle provided should be TB R compliant.	2	C

258.	Portrush / GENERAL Steps / Hazard Warning Paving		Corduroy hazard warning paving is too close the edge of the step.	BS8300 Tactile warning surfaces should be present at the head and foot of the stairs located 400mm from the final step nosings. These are usually of a Corduroy type and must be installed flush so that they do not introduce a trip-hazard.	3	B
259.	Portrush / GENERAL Steps / Step Nosings		The step nosings are insufficiently contrasted which will cause difficulty for Blind and partially sighted people.	The nosings of the steps are recommended to be contrasted. The contrasting material should extend 50 mm to 65 mm in width from the front edge of the tread and 30 mm to 55 mm from the top of the riser and should contrast visually with the remainder of the tread and riser.	2	A
260.	Portrush / Beach Access / Assistance Dogs		This should not apply to registered Assistant Dogs.	A policy should be in place that allows assistance dogs on the beach with the exemption communicated on the related signage.	1	M

261.	Portrush / Beach / Seating		Seating provided is not to best practice accessible standard and is located in areas that are not accessible to some disabled people.	Seating should be located on firm and level ground in an area that will not obstruct adjoining access routes. Provide benches with a backrest and armrests. Ensure that the armrests are well contrasted and that there is a space either side of the seat so that a wheelchair user can park alongside a seated companion.  Refer to BS 8300 specification below.	2	B
262.	Portrush / Beach / Seating		Seating provided is not to best practice accessible standard and is located in areas that are not accessible to some disabled people.	1) There should be a variety of seat heights, ranging from 380 mm to 580 mm, within which a height of 480 mm is suitable for wheelchair users. 2) Armrests should be provided to help people lower themselves onto the seat and stand up. 3) Where the seat is set at a height suitable for wheelchair users, armrests should not be set in so as not to restrict the lateral transfer from a wheelchair 4) A supportive back-rest should be incorporated for at least 50% of the length of the seat.	2	B
263.	Portrush / Beach / Interpretation		The interpretation panel at the beach does not provide any information for visitors with a visual or hearing impairment.	Many disabled people carry devices, such as Tablets and phones, that are customised to meet their personal access requirements. Providing interpretation through these devices is a great way of ensuring that disabled people have access to BSL, subtitles and audio information.	2	C



264.	Portrush / Beach / Interpretation		The interpretation panel at the south part of the beach does not provide any information for visitors with a visual or hearing impairment.	QR codes can be added to provide access to interpretation panels. Dynamic QR codes should be used because they can be edited. QR codes should be prominently displayed and advertised to visitors. 	2	C
265.	Portrush / Beach / Accessible Bay / Signage		Post-mounted signage is missing at 1x bay and is generally mounted at a height that is too low to be visible from a parked vehicle.	Post mounted signs should be present for each accessible bay with their lower edges 1000mm above the ground, to identify parking space when road markings are obscured, e.g. by snow or fallen leaves, with the words "Blue Badge holders only".	3	B
266.	Portrush / Beach / Crossings		There are a number of Zebra marked crossings provided that do not feature appropriate tactile warning surfaces.	Site management should undertake liaison with the responsible authority to provide tactile paving in the area to aid people with impaired vision. The paving should be "coloured in accordance with GOTP (Guidance on the use of Tactile Paving Surfaces).	3	M



## **13. Waterfoot beach**

---




Waterfoot Beach is located on the Causeway Coastal Route at the foot of Glenariff Glen. Waterfoot Beach is approximately 1 km in length and comprised entirely of sand. The bathing area is backed by dunes which run the length of the beach and the village of Waterfoot is at the northern end of the beach.




Direct Access were asked to make recommendations on access improvements to one of the three car parking and access to beach points. We have taken the approach of making comments on all access points. The priority recommendation is the northern end due to its location to toilet facilities. If there were facilities at the café location then this would be recommended due to access to beach and play area as well as the café itself.

The main area of concern is the use of wooden signs to indicate direction of facilities which appear to indicate facilities that do not exist or an accessible route which is not accessible as well as not providing warning of the distance to facilities.

## Waterfoot Beach Disability Access Audit Recommendations Tables


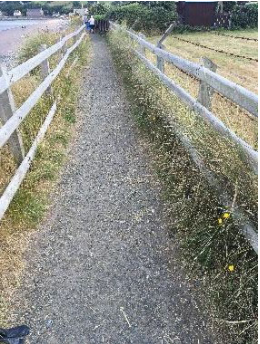

No:	Item	Identification	Comment	Recommendation	Priority	Cost Band
267.	Waterfoot / Car Park / Accessible Bays		The car park at the southern end of the beach does not have accessible parking bays marked out.	6% of total spaces should be designated accessible parking spaces located as close as possible to facilities. All accessible parking bays should be marked out at least 2.4m wide x 4.8m long plus a 1.2m side transfer zone at the side and end of the bay and the access symbol located in the centre. A sign should be present to the front of each bay with its lower edge 1000 mm above the ground with the words "Blue Badge holders only".	1	B
268.	Waterfoot / Picnic Area / Kerb		Picnic area is not served by a dropped-kerb.	Flush dropped-kerbs should be to provide a firm, level, and slip-resistant access point.	1	A




269.	Waterfoot / Picnic Area / Tables		Standard table & seating may not provide good access for all disabled people. Wheelchair users will require clear space beneath.	A range of table heights should be available, with the clear space to the underside of the tables between 700mm and 800mm. Any accessible tables should be located on a hard surface that can provide an 1800mm x 1800mm approach.	2	A
270.	Waterfoot / Access Route / Kerb		The pavement is not flush with the car park.	Flush dropped-kerbs should be installed to provide a firm, level, and slip-resistant access point.	1	A
271.	Waterfoot / Playground / Gate		The gate to the playground area in the southern car park requires reaching over the gate to operate the controls which may be difficult for people unable to grip the handle.	Any side-hung gate on an accessible route should be capable of opening in both directions and of being opened easily with either hand, and should be self-closing. The catch to any gate should not require the user to have to pinch or twist their hand to operate and should be capable of being opened using a closed-fist.	2	A




272.	Waterfoot / Playground / Equipment		The playground equipment can be improved to offer more play opportunities for disabled people. It may be possible to improve the playground during future works.	The playground should include several accessible ground levels with visual, audible, and tactile sensory play opportunities. Dynamic pieces should be within easy reach from seated and standing positions. Quiet areas of retreat and gentle sensory experiences should also be provided.	2	D
273.	Waterfoot / GENERAL / Seating		Seating provided is not to best practice accessible standard and is located in areas that are not accessible to some disabled people.	Seating should be located on firm and level ground in an area that will not obstruct adjoining access routes. Provide benches with a backrest and armrests. Ensure that the armrests are well contrasted and that there is a space either side of the seat so that a wheelchair user can park alongside a seated companion.  Refer to BS 8300 specification below.	2	B
274.	Waterfoot / GENERAL / Seating		Seating provided is not to best practice accessible standard and is located in areas that are not accessible to some disabled people.	1) There should be a variety of seat heights, ranging from 380 mm to 580 mm, within which a height of 480 mm is suitable for wheelchair users. 2) Armrests should be provided to help people lower themselves onto the seat and stand up. 3) Where the seat is set at a height suitable for wheelchair users, armrests should not be set in so as not to restrict the lateral transfer from a wheelchair 4) A supportive back-rest should be incorporated for at least 50% of the length of the seat.	2	B





275.	Waterfoot / GENERAL / Signage & Notices		Signage and interpretation placed on uneven ground is difficult for some disabled people to approach and read.	Signage and notices should be located in visible areas that can provide a clear 1500mm x 1500mm approach over firm, level and slip-resistant surfaces that are directly connected to an adjoining accessible access route 1500mm wide.	3	B
276.	Waterfoot / Access Route / Surfacing		Gravel makes it difficult for wheelchair users and people unsteady on their feet to access the beach.	The surface is reasonable but can be vulnerable to erosion and wear that results in uneven areas. Footpath should be subject to regular inspection and maintenance to ensure that a firm, level and relatively smooth surface is maintained.	1	M
277.	Waterfoot / Access Route / Signage		The sign indicates an accessible toilet. It does not give a distance and the accessible toilet is on an inaccessible path at least 0.6 mile away.	Signage should be provided to indicate: features that affect accessibility: <ul style="list-style-type: none"> <li>• Distance</li> <li>• Access barriers (e.g. gates and stiles)</li> <li>• Width of path</li> <li>• Longitudinal gradient</li> <li>• Cross gradient</li> <li>• Surface roughness</li> <li>• Presence of steps</li> </ul>	1	B



278.	Waterfoot / Access Route / Signage		The sign indicates an accessible toilet. It does not give a distance and the accessible toilet is on an inaccessible path at least 0.6 mile away.	Any changes to signage should be consistent and part of a wide external wayfinding review required to allocate signage that features details of distances, gradients, steps, toilets etc and destination and accessibility of route.	1	C
279.	Waterfoot / Access Route / Seating		Access for disabled people can be improved by additional seating being provided particularly at the top and bottom of steeper inclines.	Resting points could be provided no more than 100m apart and particularly on steep access routes. Any seating provided should be placed clear of access routes with seating and tactile cues.	2	C
280.	Waterfoot / Beach Café / Car Park / Accessible Bays		The car park nearest the beach café does not have accessible parking bays marked out.	1x space should be designated as an accessible parking space located as close as possible to facilities. Any accessible parking bays should be marked out at least 2.4m wide x 4.8m long plus a 1.2m side transfer zone at the side and end of the bay and the access symbol located in the centre. A sign should be present to the front of each bay with its lower edge 1000 mm above the ground with the words "Blue Badge holders only".	1	C

281.	Waterfoot / Beach Café / Car Park / Signage		There are no signs at the entrance to indicate the presence of parking facilities.	There should be a sign at the entrance to the car park to indicate parking and any accessible parking spaces.  Refer to BS8300, A sign or, if appropriate, signs should be provided at the entrance to each car park and at each change in direction to direct disabled motorists to designated parking spaces.	2	A
282.	Waterfoot / GENERAL / Seating		Seating provided is not to a best practice accessible standard and is located in areas that are not accessible to some disabled people.	Seating should be located on firm and level ground in an area that will not obstruct adjoining access routes. Provide benches with a backrest and armrests. Ensure that the armrests are well contrasted and that there is a space either side of the seat so that a wheelchair user can park alongside a seated companion.  Refer to BS 8300 specification below.	2	B
283.	Waterfoot / GENERAL / Seating		Seating provided is not to an accessible standard and is located in areas that are not accessible to some disabled people.	1) There should be a variety of seat heights, ranging from 380 mm to 580 mm, within which a height of 480 mm is suitable for wheelchair users. 2) Armrests should be provided to help people lower themselves onto the seat and stand up. 3) Where the seat is set at a height suitable for wheelchair users, armrests should not be set in so as not to restrict the lateral transfer from a wheelchair 4) A supportive back-rest should be incorporated for at least 50% of the length of the seat.	2	B

284.	Waterfoot / Café Area / Playground		The playground equipment can be improved to offer more play opportunities for disabled people. It may be possible to improve the playground during future works.	The playground should include several accessible ground levels with visual, audible, and tactile sensory play opportunities. Dynamic pieces should be within easy reach from seated and standing positions. Quiet areas of retreat and gentle sensory experiences should also be provided.	2	D
285.	Waterfoot / Café Area / Accessible WC / Signage		The signs from the southern car park indicate that this is the location of the accessible restroom – no facilities are here.	Signage review urgently required to ensure that disabled people are not misdirected. The Accessible WC is located in the North East car park and should not be confused with the Café facilities.	1	A
286.	Waterfoot / Café Area / Picnic Area		Standard table & seating may not provide good access for all disabled people. Wheelchair users will require clear space beneath.	A range of table heights should be available, with the clear space to the underside of the tables between 700mm and 800mm. Any accessible tables should be located on a hard surface that can provide an 1800mm x 1800mm approach.	2	A


287.	Waterfoot / GENERAL / Interpretation		The interpretation panel at the beach does not provide any information for visitors with a visual or hearing impairment.	Many disabled people carry devices, such as Tablets and phones, that are customised to meet their personal access requirements. Providing interpretation through these devices is a great way of ensuring that disabled people have access to BSL, subtitles and audio information.	2	C
288.	Waterfoot / GENERAL / Interpretation		The interpretation panel at the beach does not provide any information for visitors with a visual or hearing impairment.	QR codes can be added to provide access to interpretation panels. Dynamic QR codes should be used because they can be edited. QR codes should be prominently displayed and advertised to visitors. 	2	C
289.	Waterfoot / Boardwalk		From the café area the boardwalk changes style heading towards the village.	The boardwalk provides a reasonable accessible surface but should be subject to maintenance to ensure an unobstructed width of 1000mm – 1200mm. The largest break in the surface of the path should be no more than 12mm measured along the line of the path.	2	M




290.	Waterfoot / Boardwalk / Access Route		The boardwalk gives way to sand and narrows considerably.	The narrowing and sand surface presents an impassable barrier for some disabled people, particularly wheelchair users. The presence of sand, change in surface and the direction of alternative accessible routes should be clearly communicated using signage.	1	G
291.	Waterfoot / Boardwalk / Signage		This sign causes confusion – which is the nearest accessible toilet? It has been identified that there are no toilets where the café area is. In the other direction the sign points into bushes where there is no path.	Signage review urgently required to ensure that disabled people are not misdirected. The Accessible WC is located in the North East car park and should not be confused with any other area.	1	A
292.	Waterfoot / Boardwalk / Beach Access		The boardwalk ends on the beach.	Where access is intended for disabled people the connecting route should provide a 1:20 ramped access route to connect the access route to the beach.	2	B



293.	Waterfoot / NE Car Park / Accessible Bays		The parking in the village at the northern end of the beach does not feature accessible parking bays.	6% of total spaces should be designated accessible parking spaces located as close as possible to facilities. All accessible parking bays should be marked out at least 2.4m wide x 4.8m long plus a 1.2m side transfer zone at the side and end of the bay and the access symbol located in the centre. A sign should be present to the front of each bay with its lower edge 1000 mm above the ground with the words "Blue Badge holders only".	1	C
294.	Waterfoot / NE Car Park / Toilets / Signage		The signage for the toilet does not feature recognisable symbols to identify their use.	Toilet signage should feature correct symbols to identify accessible WC. 	2	A
295.	Waterfoot / NE Car Park / Toilets / Accessible WC		It was not possible to access the accessible toilet. The Accessible WC can only be accessed using a RADAR key. Not all disabled people carry keys.	It is a good idea to have a RADAR key available to borrow from a local business owner, tourist information or council office.	1	M


296.	Waterfoot / NE Car Park / Toilets / Stepped Access		The standard toilet facility has a stepped entrance.	Level access should be available to all toilets to allow all disabled people equality of choice.	3	B
297.	Waterfoot / NE Car Park / Toilets / Stepped Access		Step nosing is not contrasted and could be a hazard for Blind and partially sighted people.	Contrasted nosing should be present. The contrasting material should extend 50 mm to 65 mm in width from the front edge of the tread and 30 mm to 55 mm from the top of the riser and should contrast visually with the remainder of the tread and riser.	3	A
298.	Waterfoot / NE Car Park / Toilets / Urinals		There is no grab rail for ambulant users.	A well contrasted grab rail should be provided to both sides of one urinal in every WC where applicable.	3	A

299.	Waterfoot / NE Car Park / Toilets / Taps		<p>Push taps are installed throughout the toilets. These can be very difficult for disabled people to operate.</p>	<p>The push taps should be replaced with lever style, this will aid people with limited dexterity in their wrists.</p> <p>According to BS8300 - Taps should either be mixer taps with an up and down action to control water flow or individual hot and cold lever operated taps with not more than a quarter turn from off to full flow.</p>	2	A
------	--	---	--	---	---	---

## 14. Additional areas



Some additional areas were identified in the Causeway Coast and Glens area during the audit programme which are listed here.

### Disability Access Audit Recommendations Tables

No:	Item	Identification	Comment	Recommendation	Priority	Cost Band
300.	Dunluce & Maghercross / Parking / Signage		<p>Dunluce &amp; Maghercross viewing site recently opened.</p> <p>There were no signs to indicate the location of the accessible parking spaces.</p>	<p>There should be a sign at the entrance to the car park to indicate parking and any accessible parking spaces.</p> <p>Refer to BS8300, A sign or, if appropriate, signs should be provided at the entrance to each car park and at each change in direction to direct disabled motorists to designated parking spaces.</p>	2	A

301.	Dunluce & Maghercross / Parking / Accessible Bays		The parking bays are not appropriately marked out to achieve best practice.	The markings could be improved to provide better contrasted 1.2m transfer zones to sides and rear and appropriately sized access symbol to the centre of each bay.	2	B
302.	Dunluce & Maghercross / Seating		Seating provided is not to a best practice accessible standard.	Seating should be located on firm and level ground in an area that will not obstruct adjoining access routes. Provide benches with a backrest and armrests. Ensure that the armrests are well contrasted and that there is a space either side of the seat so that a wheelchair user can park alongside a seated companion.  Refer to BS 8300 specification below.	2	B
303.	Dunluce & Maghercross / Seating		Seating provided is not to a best practice accessible standard.	1) There should be a variety of seat heights, ranging from 380 mm to 580 mm, within which a height of 480 mm is suitable for wheelchair users. 2) Armrests should be provided to help people lower themselves onto the seat and stand up. 3) Where the seat is set at a height suitable for wheelchair users, armrests should not be set in so as not to restrict the lateral transfer from a wheelchair 4) A supportive back-rest should be incorporated for at least 50% of the length of the seat.	2	B



304.	Dunluce & Maghercross / Picnic Area Access		The picnic tables were only accessed by crossing compacted earth.	Provide a picnic table in an area with an access route that has a firm, level and slip-resistant surface. A range of table heights should be available, with the clear space to the underside of the tables between 700mm and 800mm. Seating should be contrasted and accommodate a variety of seat heights at 380mm, 480mm and 580mm with some seating available with both back support 300mm from seat level and armrests.	2	B
305.	Dunluce & Maghercross / Picnic Area Access		Lack of dropped kerb to picnic area.	Flush dropped-kerbs should be installed to provide a firm, level, and slip-resistant access point.	1	A

## 16. Appendix

---

### 16.1 List of disability organisations reached out to as part of the consultation

Action Deaf Youth	Foyle Deaf Association
Angel Eyes Northern Ireland	Foyle Parents and Friends
Association for Real Change	Guide Dogs Northern Ireland
Autism Tuned in Project	Jigsaw NI
Autonomie Northern Ireland	Mencap NI
British Deaf Association of Northern Ireland	National Deaf Children Society NI
Cedar Foundation	Orchardville
Centre for Independent Living NI	Royal National Institute for the Blind Northern Ireland
Deafblind Northern Ireland	Royal National Institute for the Deaf Northern Ireland
Dementia Northern Ireland	Sense Northern Ireland
Disability Action	Shine
Disability Sport Northern Ireland	

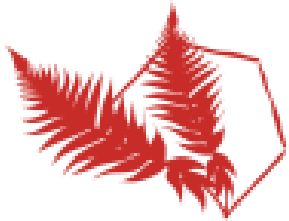
Inclusion in this list does not imply any endorsement of findings and recommendations.

The list includes organisations that were approached but did not respond.

### 16.2 List of other organisations engaged either during consultation process or onsite

Belfast City Council  
Causeway Coast and Glens Borough Council  
Department for Communities  
Department of Agriculture, Environment and Rural Affairs  
Mid and East Antrim Borough Council  
National Trust

### 16.3 Causeway Coast and Glens Heritage Trust (CCGHT) Contact Details



CAUSEWAY COAST & GLENS  
HERITAGE TRUST



(028) 2075 2100 [info@ccght.org](mailto:info@ccght.org)

Causeway Coast & Glens Heritage Trust  
The Old Bank, 27 Main Street, Armoy, Ballymoney  
County Antrim BT53 8SL

