



## ACCESS STATEMENT AND POLICY

**ISSUE : 1**

**DATE : March 2008**

## **Access Statement**

This Access Statement covers the three licensed establishments of Tom Peppers, Fibbers and Rasputin's, known within this policy as the "Venue". The Venue is situated in a landmark building, within a conservation area, that provides premier leisure and entertainment services to members of the public in Clacton-on-Sea. The Venue is part of the Matterhorn Capital Pubs and Bars Division.

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

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

The designers of the building, constructed in the early 1900's, had little understanding of the physical barriers that make people's impairments disabling. The Venue is committed to a continued development of service and standards to meet and exceed the expectations of all service users. including the refurbishment of the premises in line with current accessibility guidance as and when practicable.

As each part of the venue is unique, the management works closely with Local Authority, the Fire Brigade and a range of consultants as well as disabled guests, to assist them to deliver access facilities and services for all within the Venue, where possible.

# **Access Policy**

## **Introduction**

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

This Policy is comprised of the following elements:

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

## **Legislation**

This policy takes into consideration the requirements and guidance of various current legal Acts and Regulations. The over-riding concerns are to ensure the safety and well-being of all staff and guests within the premises.

The legislation includes:

- The Health and Safety at Work Act 1974
- The Regulatory Reform (Fire Safety) Order 2005
- The Disability Discrimination Act 1995 and 2005

## **1. Visitor Access Information**

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

<http://www.tompeppers.co.uk/>

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

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

## **2. Customer Service**

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

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

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

## **3. Staff Training**

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

Disability Equality and Awareness training will be provided to all members of staff employed by the Venue. Equality training is based around the social model of disability. Accordingly, the focus is on identifying and removing barriers to access that

make people's impairments disabling and by challenging common myths and misperceptions about disabled people.

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

#### **4. Access to the Built Environment**

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

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

The Venue has commissioned disability access audits of the three establishments. The recommendations and guidance provided are being implemented within an access plan, as and when practicable.

#### Car Parking for Disabled Visitors

Limited on road parking is available, close to the venue, however there is a flat level accessible car parking facility within 100m. This can be found in Agate Road. This provides free parking for Blue Badge Holders for a maximum of 3 hours.

#### Venue Access

Access can be gained at both the Pier Avenue and Marine Parade West entrances. From these entrances, access can be gained to each level of the venue using a variety of staircases. Flat level access can be gained to Tom Peppers via a set of double doors from Pier Avenue.

Fibbers – Fibbers is only accessible via a narrow single staircase on Pier Avenue, to the first floor. This is not accessible by Wheelchair Users. Where practicable the

majority of services provided within Fibber's will be provided for guests on the lower level of Tom Peppers, within the Premises License.

Rasputin's - The Vodka Bar is only accessible via a steep single staircase on Marine Parade West, into the basement area. This is not accessible by Wheelchair Users. Where practicable the services provided within Rasputin's will be provided for guests on the lower level of Tom Peppers.

Tom Peppers – Can be accessed via three entrances, each requiring the use of steps to access the bar area. Various handrail configurations and floor surfaces are provided.

### WC Facilities

A mixture of ambulant WCs are available within Venue. There are currently no wheelchair accessible toilets due to the design of the building. Currently alternative toilets can be recommended by venue staff, in close proximity to the venue.

## **5. Health, Safety and Fire Evacuation**

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

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

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

There are no accessible refuges or evacuation provisions that can be made available in Fibber's and Rasputin's and as such the management are unable to provide safe egress for Wheelchair Users and certain mobility impairments. Due to

these circumstances, the Venue reserves the right to restrict the access of visitors to the relevant areas in order to avoid a fire, health and safety risk.

## **6. Accessible Service Provision**

The staff will provide a table waited service on request within the Tom Peppers establishment as well as in the exterior seating area.

## **7. Additional Provision**

### Hearing Impaired Customers

Hearing induction systems are currently not provided for the assistance of hearing aid users due to the high ambient noise levels within the majority of areas within the venue. Staff are given guidance in working in high noise areas and dealing with orders and enquiries.

### Visually Impaired Customers

Guide and assistance dogs are welcome at the Venue.

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

### Visitors with Medical Conditions

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

The Venue has first aid trained staff who can provide a limited service within the venues.

## **8. Access Policy Development**

The venue management will undertake regular reviews of this policy and will actively develop future policies, actions and

building alterations to reflect the determined needs of disabled visitors.

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

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

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

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

### **Contact Information**

Tom Peppers Website [www.tompeppers.co.uk](http://www.tompeppers.co.uk)

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