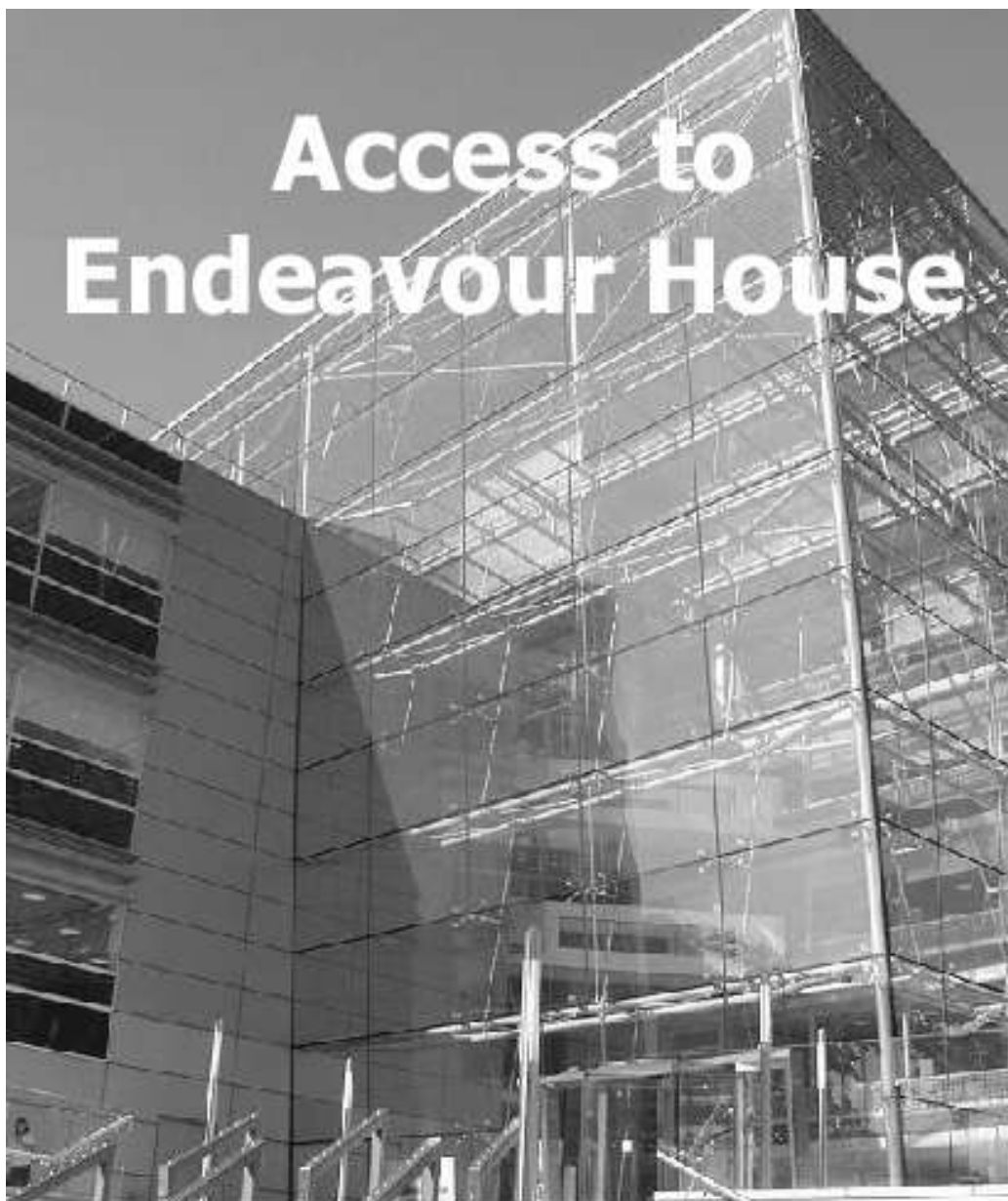


Access to Endeavour House



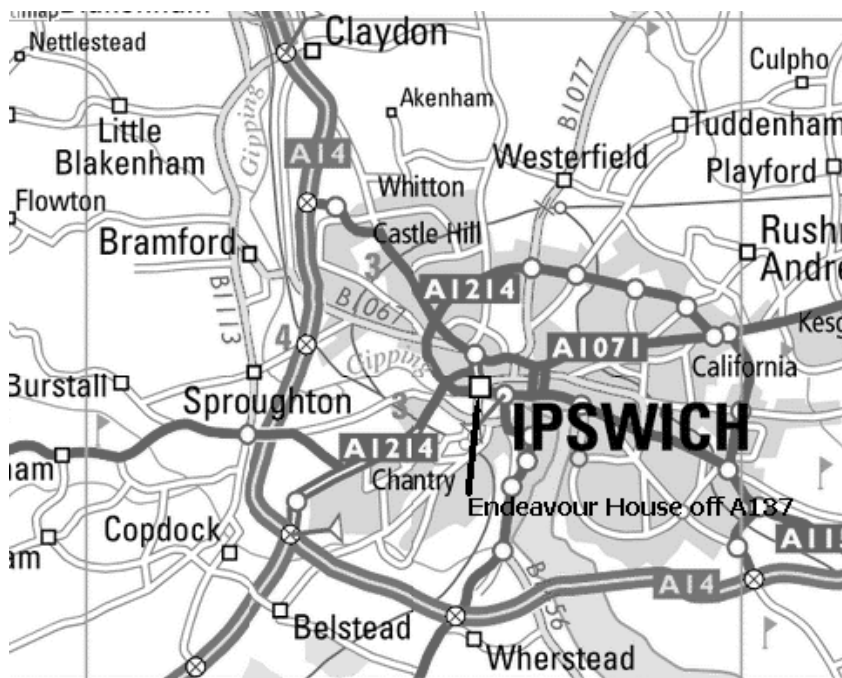
Guidance on accessible facilities
and services at Suffolk County
Council's Headquarters



ACCESS AT ENDEAVOUR HOUSE

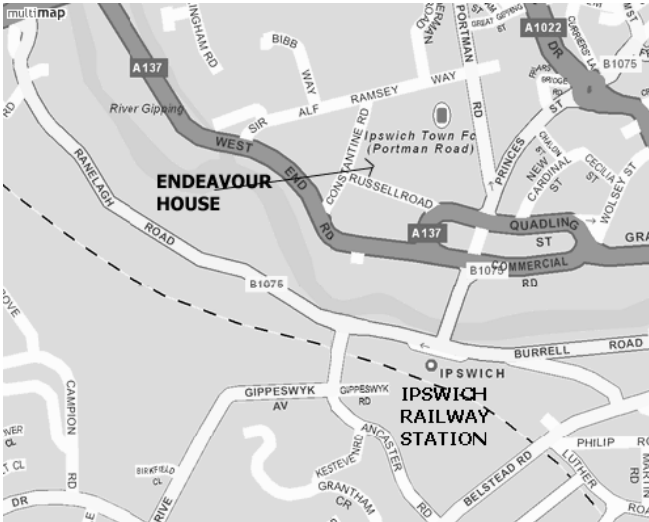
The information in this leaflet has been designed to help make your visit to Endeavour House effective and enjoyable. It has been written in conjunction with Optua (Rethink Disability) and the Access Group for Suffolk.

Getting to Endeavour House

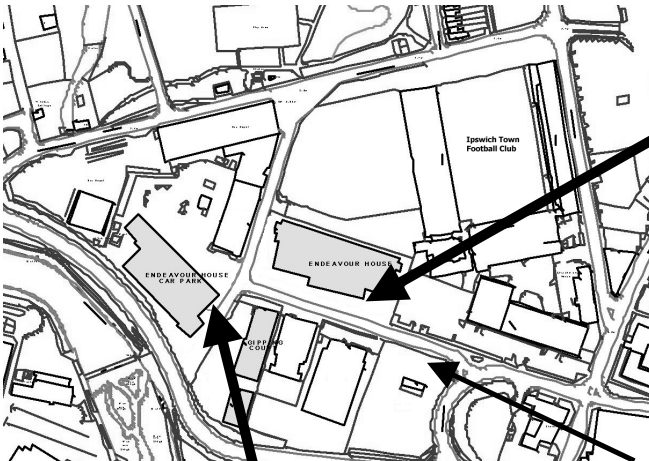


Endeavour House in relation to major routes

Access to Endeavour House



Endeavour House location plan



Endeavour House
Drop-off point in Russell Road opposite main entrance

New Crown Court

Car Park (disabled driver visitors only)

Access to Endeavour House

If you are travelling by train, Ipswich Railway Station is close at hand. Taxis and buses are available from there.

Park & Ride Services

There are two Park & Ride services that operate within the Ipswich area. They are London Road and Martlesham.

The London Road service stops in Russell Road, outside Endeavour House. The Martlesham service stops at various locations within the town centre.

From within the town, the free Shuttle circular (service 38) has stops located around the town centre, including at the bus stations (Old Cattle Market and Tower Ramparts). There are interchanges with other bus services including all the Park & Ride services. The service runs every 15 minutes in an anti-clockwise circular route around the town centre and has a stop in Russell Road, outside Endeavour House. The buses are usually "easy access" and wheelchair accessible but the operators do sometimes have to use non-accessible relief vehicles.

Access to Endeavour House

If you are a disabled visitor, our drop-off point in Russell Road delivers you very close to the ramp leading to our main entrance.

If you are a Blue Badge holder, you may be able to park in the designated bays in Russell Road.

Disabled drivers on official business may be allowed to park in the staff car park off Constantine Road (please refer to map for location).

To help you further, we can arrange to meet you at the staff entrance to Endeavour House and reduce your travel distance. If necessary, someone can come to the car park to assist you to get to Endeavour House.

Getting into the building

The main entrance doors are automatic. You have a choice of using the revolving door which has a button to press as you enter if you need to slow it down. Alternatively, you can activate the self-opening swing door (to the left of the revolving door) by pressing the clearly marked button.

Reception

If you have been invited to a meeting, the meeting organiser will have told reception to expect your arrival. The friendly reception staff have received access awareness training. There is a lower section at the end of the reception desk to assist wheelchair users.

For security reasons, we ask all visitors to wear an identification badge during their visit. These will also prevent accidental triggering of the security alarms.

Once booked in at reception, you will be escorted to your meeting or event.

Attending Meetings

Meeting organisers are encouraged to ask people attending meetings if they have particular needs. However, sometimes these important facts are inadvertently overlooked.

Access to Endeavour House

Meeting Rooms

There are many meeting rooms in the building.

Room	Floor	Seat	Facilities available
Council Chamber	Second	125	Hearing loop system. Users should set hearing aids to the "T" function.
Elisabeth Room	Ground	80	Infra-red sound enhancement system available
Rose Room	Second	50	
Britten	Ground	24	
Garrick Room	Ground	10	Hearing loop system. Users should set hearing aids to the T function
Wolsey Room	Ground	10	Hearing loop system. Users should set hearing aids to the T function
Giles Room	Ground	10	
Millicent Room	Ground	10	
Dorothy Room	Ground	10	

Within the building there are many small meeting rooms for 4-8 people. All rooms are accessible to wheelchair users.

Refreshments

Most meeting organisers will arrange for refreshments to be available in their meeting room. We also have an excellent restaurant and coffee shop on the ground floor, which you are welcome to use.

Facilities for people who have impaired hearing

The Council Chamber, Garrick and Wolsey rooms have conventional induction hearing loops that work with the "T" switch setting on most hearing aids.

The Committee Room, Britten and Elisabeth rooms have infra-red sound enhancement systems. If you wish to use the facility, you will need to wear a pick-up necklet that works with your hearing aid's "T" switch. Your meeting organiser can arrange for a necklet to be available.

Portable hearing loop systems are available for use in other smaller rooms.

If you have a hearing impairment, please tell the meeting organiser. It is helpful if they know in advance.

Facilities for people who have a visual impairment

The signs in the building have been designed for clarity and meet British Standard BS8300. Toilet doors have large tactile signs to identify them. Your meeting organiser will advise you the location of the nearest toilet facilities.

The building has a computer controlled lighting system that self-adjusts to keep the lighting constant. Blinds are provided at some windows to reduce glare. A meeting organiser who knows you have a visual impairment will suggest you do not sit facing the window. Please say if you are having difficulty.

Alarms

At present, the alarm is purely audible. A voice announcement will tell you what to do. If you are a visitor, your host or meeting organiser will ensure you are safely evacuated to the muster point.

If your meeting is on the ground floor, the meeting organiser will be responsible to escort you out to the place of safety.

If your meeting is on an upper floor, the meeting organiser will arrange for you to be escorted to a place of safety in the building. The notes under "lifts" explain further.

Lifts

The building has 5 lifts to serve the upper floors. The call buttons are tactile and illuminated. A voice announces the floor numbers and warns of doors opening and closing.

The lifts may not be used when the alarm sounds.

If you are not able to use one of the many sets of exit stairs, your meeting organiser will arrange for you to be shown to the safe refuges. From that point, if it is appropriate, you will be evacuated to the ground floor using an "evac" chair. If this is not suitable for you, you will be asked to remain in the safe refuge until trained personnel arrive to carry you down. The refuges are safe for about an hour. A third option is to escape using the special lift in the central core (between the Gold and Lime blocks) which is protected from fire. This may be used to evacuate people who cannot use the stairs or be safely carried to the ground floor.

The person organising/running the meeting will be aware of the options and should agree with you in advance how you would prefer to escape from the building in the unlikely event this is necessary. Again, it is helpful if you are aware and make your needs known.

Toilets

There are 14 accessible unisex toilets in the building; one in each floor of each block. The ground floor has three. Each toilet has an emergency pull-cord and is well appointed.

Please help us to help you

We will do our best to meet your needs, but to ensure you have a problem-free visit, we ask you to tell us in advance if you need particular facilities or help whilst in the building.

We aim to continuously improve our facilities. If, during your visit, you find we could have done better, please say so and we will do our best to accommodate your request or act on your comments.

August 2012

We offer a telephone interpreting service. To use it, phone 0844 800 0101. Leave your name, language and phone number and a translator will call you back.

我們設有電話傳譯服務，如欲使用，
請撥電 **0844 800 0101**，留下你的姓名、
所用語言和電話號碼，便會有翻譯員回覆
你的。

টেলিফোনে অনুবাদ প্রদান করার একটি ব্যবস্থা আছে। এটা ব্যবহার করতে হলে
0844 800 0101 নম্বরে ফোন করে আপনার নাম, কোন ভাষায় কথা বলেন
এবং টেলিফোন নম্বর বলুন তাহলে একজন অনুবাদকারী আপনাকে ফোন করবেন।

Caso deseje esta publicação em português ligue 0844 800 0101. Será atendido por um gravador de chamadas. Queira por favor, deixar o seu nome, língua a traduzir e número de telefone e um tradutor telefonar-lhe-á em seguida.

If you would like this leaflet in large type
phone **0844 800 0101**.