

**London 2012**

# **Accessibility for Visitors Programme**

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**Greater London Authority**



# 2012: 'the most Accessible Games ever'



# Accessibility for Visitors Programme

- South Bank Access Improvements
- Photo Routes wayfinding made easy
- Inclusive London web site
- Destination London e learning course for businesses
- Summer Like No Other

# Southbank Riverside Walk

- Home to many of the capital's finest cultural institutions  
South Bank Centre, Tate Modern, Globe Theatre, Southwark Cathedral
- 3.9 Km of historic, varied and attractive promenade - one of the most visited locations in London
- One of the largest pedestrianised spaces by area in London, outside the major Parks.
- Free of noise, pollution and distractions of vehicle traffic - a safe and attractive route for visitors
- Connected via a number of transport choices – Waterloo, Blackfriars, London Bridge stations
- But not fully accessible in all locations - parts hard to navigate

# The Project

Partners - London Boroughs of Southwark and Lambeth, the Greater London Authority

GOE has invested £4 million to improve:

- improved cobble surface
- pavement layouts
- better lighting and signage
- more seating
- improved ramp gradients
- better handrails

This has left a lasting legacy for London enabling even more people to enjoy this area

# From Westminster Bridge to Tower Bridge



## Key locations

- National Theatre to Oxo Tower
- Oxo Tower
- Falcon Point
- Tate River Walk
- Bankside / New Globe Walk
- Bank End / Clink St / Cathedral St
- Local Improvements

# National Theatre to Oxo Tower





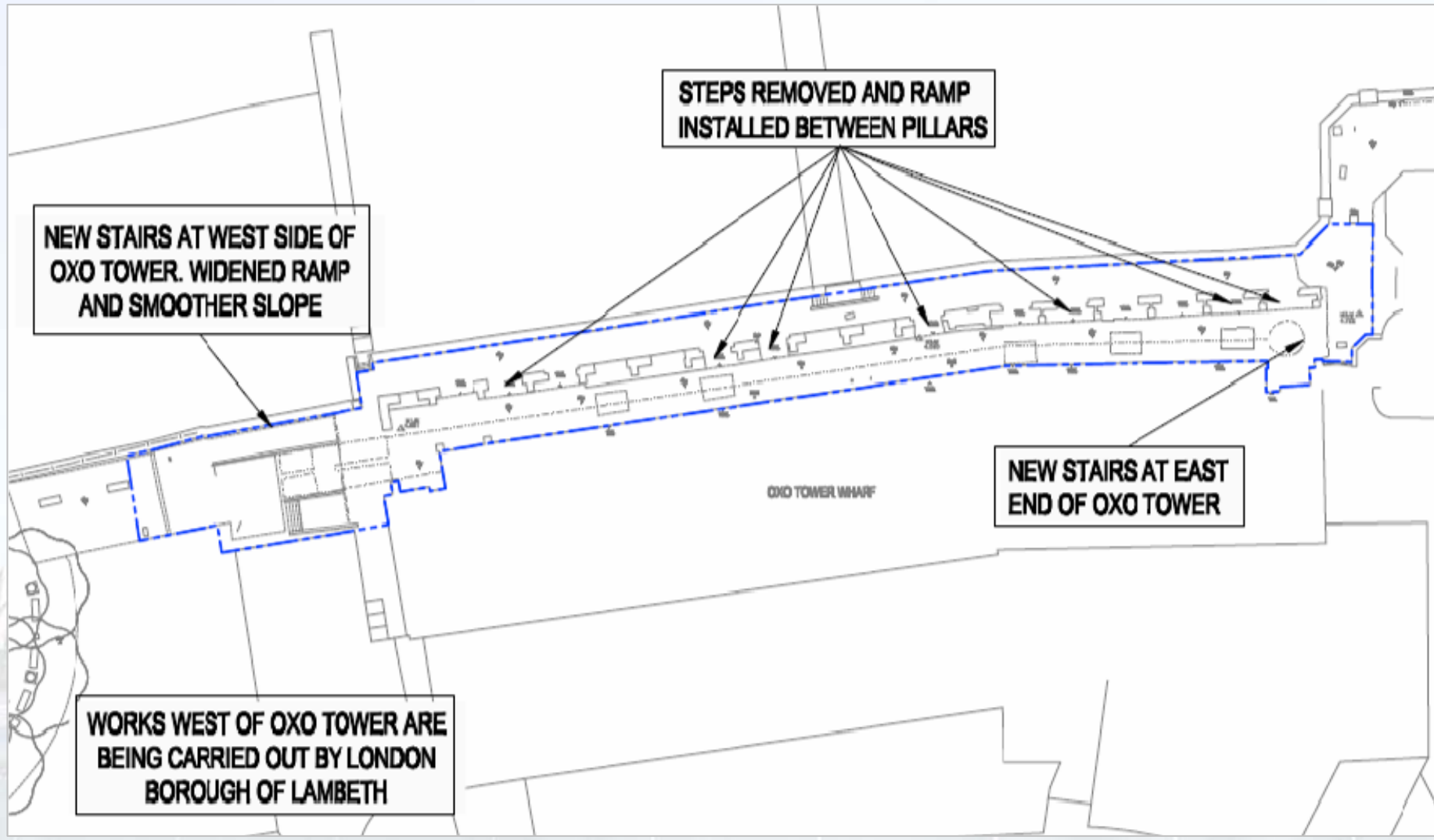


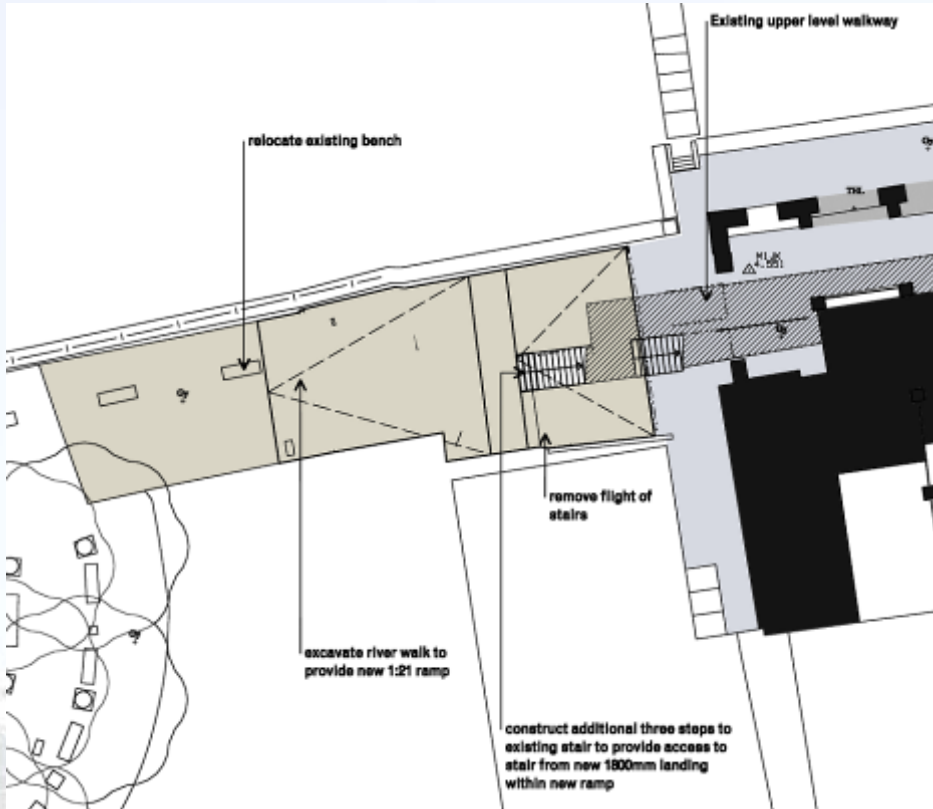
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# Oxo Tower



# Oxo Tower



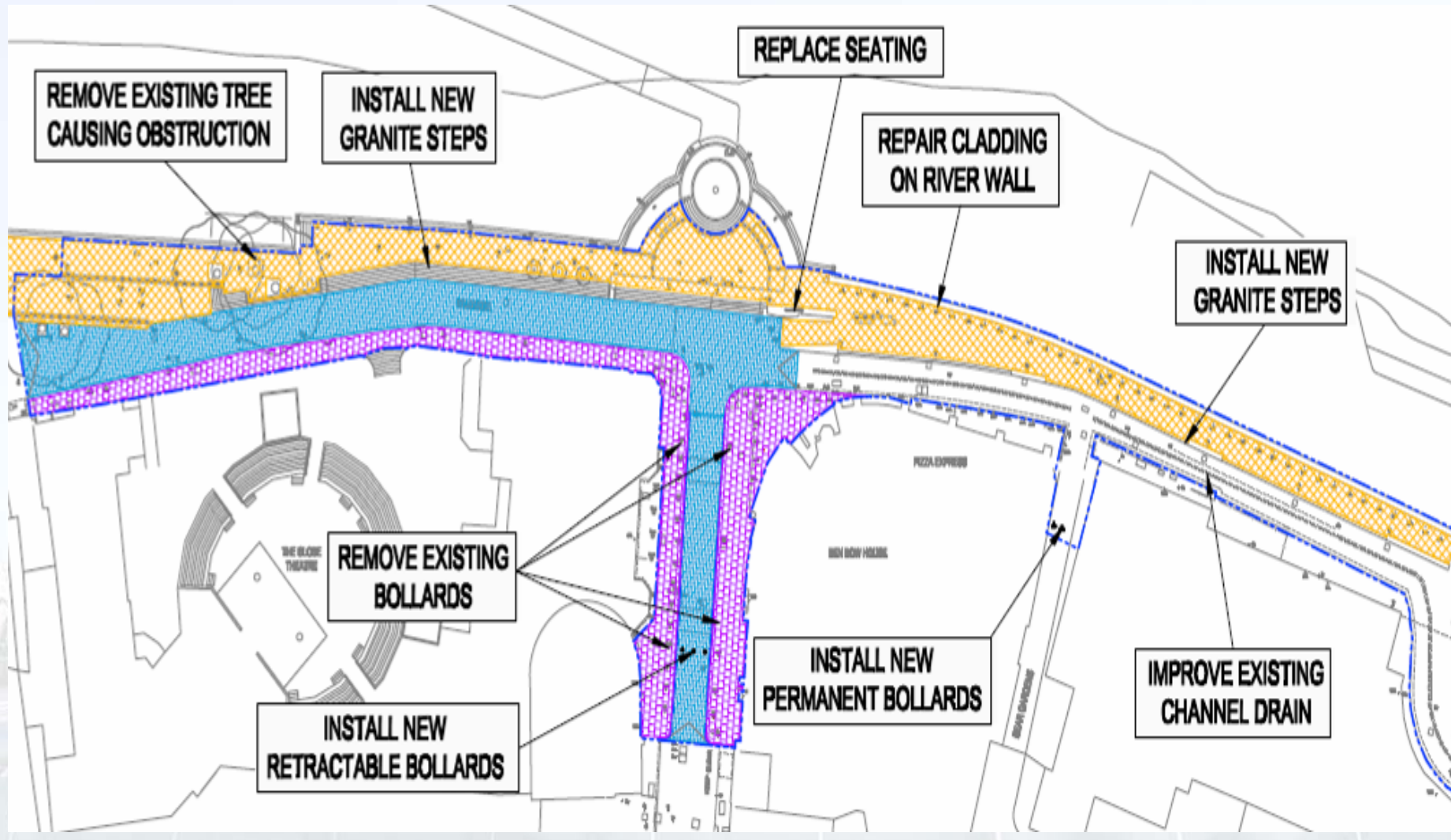


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# Tate River Walk



# Bankside



# Bankside



# Globe Walk

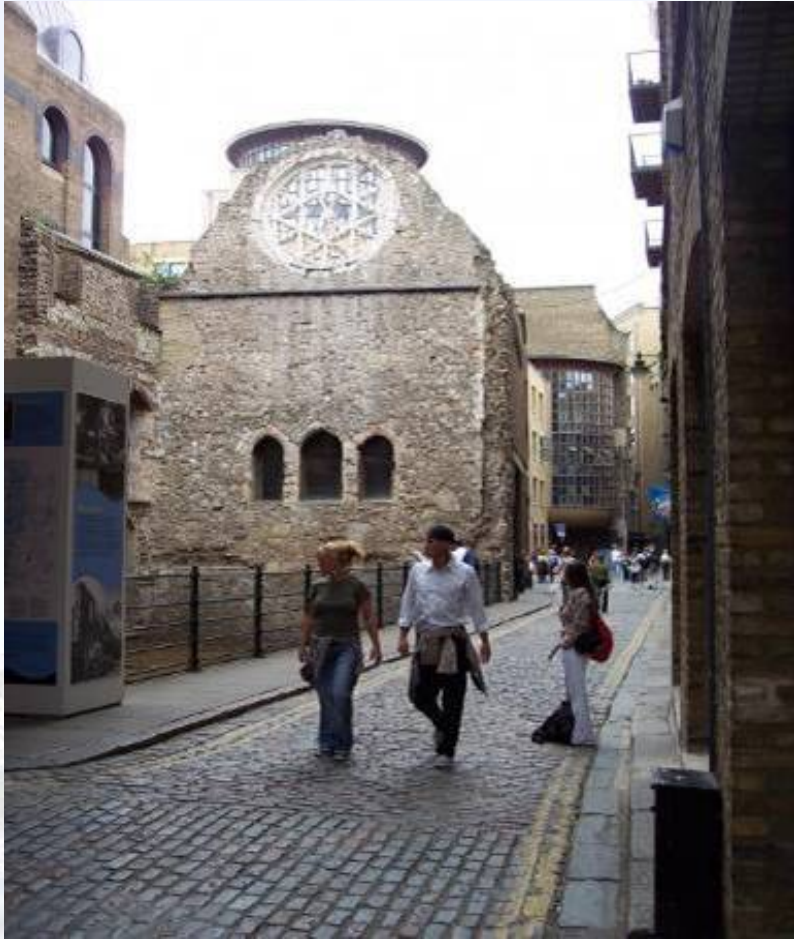




# Clink Street

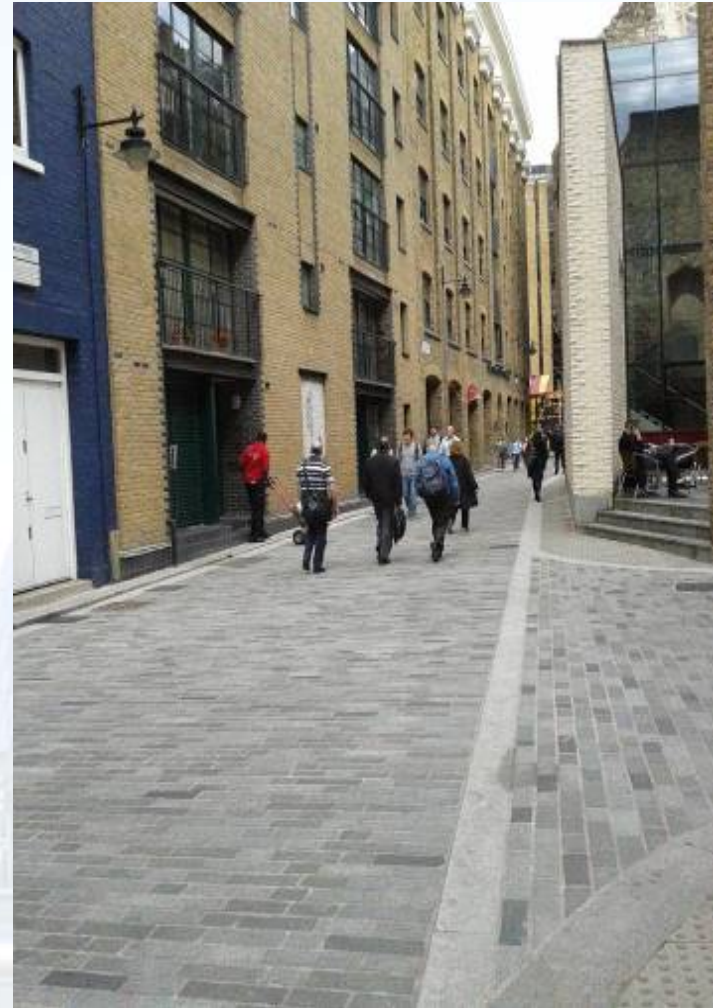


# Clink Street



# Attention to detail

- The colour and size mix helps to give the surface a traditional feel
- The relatively narrow flush joints have produced a surface which wheelchair users and buggies can use comfortably
- A surface that is comfortable for all to navigate



# Southwark Cathedral

Local resident and wheelchair user:

'Finally I am able to independently enjoy a rich and vibrant historic area of London. This project shows that inclusive design can be delivered in historic settings'



# London Bridge - before



# London Bridge - after



# Lift to Tower Bridge

The Corporation of London has installed a new public passenger lift to connect the riverside walk with Tower Bridge

A sensitive and inclusive design to an historic and iconic building



## BEAP Visit

- 'The ongoing improvement along the Southbank has made a huge impact for those with mobility issues but also preserved the changing nature of the area
- The changes have given safe and easy access to both the wide promenades as well as the smaller twisting back streets which are often no-go areas for a wheelchair user
- The improvements have been made with thought and care and allows inclusion for all in these vibrant public spaces'

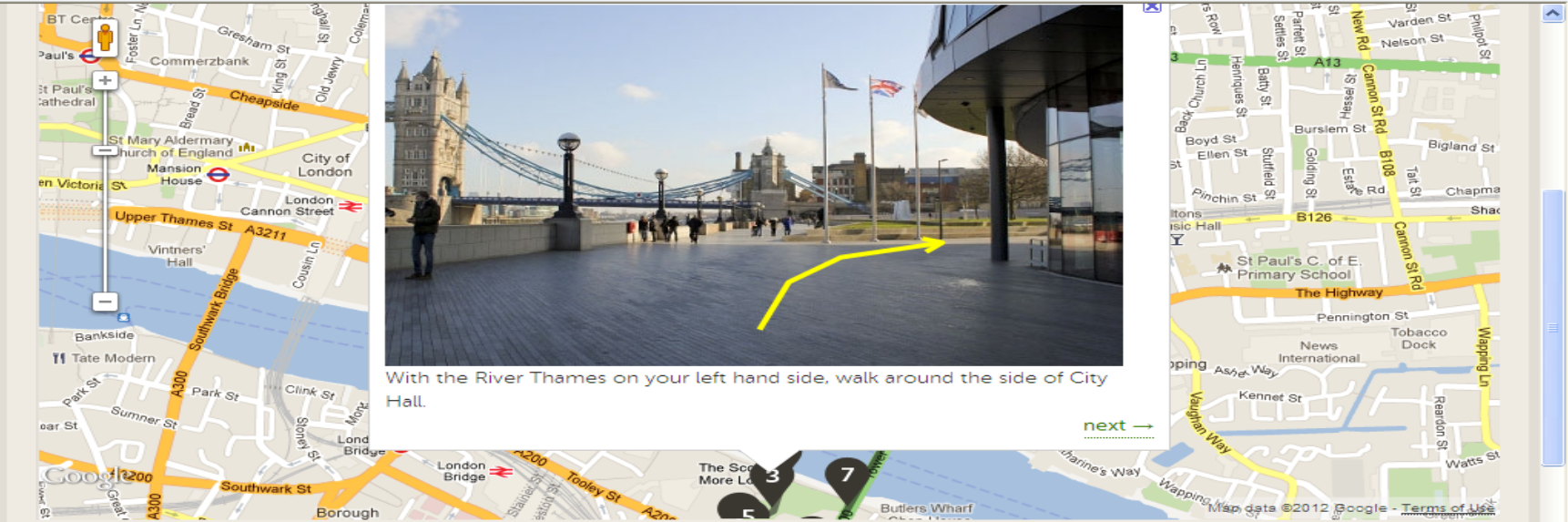




# Photo Routes

26 photo routes – illustrate routes along the Southbank





With the River Thames on your left hand side, walk around the side of City Hall.

### Description

- This is a step free route, the journey should take 17 minutes.
- The GLA are committed to making it easy for disabled people to visit and use City Hall, follow this link for [comprehensive access information](#).

# Destination London - accessibility training for businesses

- **Free** online course to help staff welcome disabled visitors
- Gain a better understanding of what disabled visitors need and want
- Fully interactive - videos, top tips and first-hand accounts
- Generate ideas for better customer service
- **Attract a wider range of customers**



[www.london.gov.uk/getgamesready](http://www.london.gov.uk/getgamesready)

MAYOR OF LONDON

GREATERLONDONAUTHORITY

BETA

# DESTINATION LONDON

Contrast    Text Size **A** A **A**

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The free online course to help hospitality staff welcome disabled visitors.



## Who is it for?



- ✓ Accommodation staff
- ✓ Attractions staff
- ✓ Retail staff
- ✓ Food & Drink

## How does it work?



- ✓ Managers and team members have their own route
- ✓ You will see a disabled customer's experience through their eyes

## What are the benefits?



- ✓ Gain more knowledge and confidence
- ✓ Attract a wider range of customers
- ✓ Get ideas for better customer

# Information about accessible locations: Inclusive London

[www.inclusivelondon.com](http://www.inclusivelondon.com)

Accessible information

- Hotels
- Restaurants
- Pubs and Bars
- Tourist attractions
- Public Toilets
- Parks
- How to get to around town
- How to see the best in London

35,000 locations; nearly 12 million hits  
iPhone App for info on the move

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INCLUSIVELONDON.COM



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http://www.inclusivelondon.com/DefaultIL.aspx

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Located in :   
e.g. Covent Garden or SW1

Filter your results by their accessible features

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Can't find your location or business? Why not add it.

Add my location

Share with others the places you have visited and would recommend.

Reviews

Want to search further than London? Visit Inclusive Britain.

Inclusive Britain

Tag your favourite locations, interact and share with other members.

My Networks

**Featured Locations**

<b>Accessible Hotels</b> Hotels in London	<b>Accessible Restaurants</b> Restaurants in London	<b>Accessible Pubs</b> Accessible pubs in London
<b>Olympic and Paralympic Venues</b>	<b>Accessible Toilets</b> Accessible Toilets in London	<b>Entertainment</b> Entertainment in London
<b>Accessible Healthcare</b> Healthcare in London	<b>Shopping</b> Shopping in London	<b>Attractions and Parks</b> Located in London
<b>Police Stations</b> Police Stations in London	<b>Post Office</b> Post Offices In London	<b>Accessible Banks</b> Banks in London

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## LONDON 2012 PROGRAMME

# A Summer Like No Other

- Diverse cultural programme offering something for everyone
- Exhibitions, events performances, street art, across London
- Disability Arts
- Deaf and Disabled performers
- Showcasing the best of Liberty



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SEARCH FOR FUN, FREE ACTIVITIES:  GO

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A SUMMER LIKE NO OTHER

**SUMMER'S LOOKING GOOD EVENT GUIDE**

You can now get the definitive guide to London's best events this summer.

**FIND OUT MORE**

**COMING UP**

**Big Dance**  
Get into the groove as the world's biggest free dance festival returns. Whatever your dance style, experience, age or ability, there's something for you in Big Dance 2012.

**Explore: Culture Trails**  
With so much great stuff going on this summer, we've created a number of free Culture Trails where you can discover the best of London's culture.

**Royal Opera House Screenings**  
Enjoy live world-class opera and ballet for free outdoors at BP Summer Big Screens, a perfect way to

**TWITTER @MoLpresents**

GregCATaylor Excellent London City Guide app launched today, giving lowdown on great things to do in London over summer  
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MoLpresents To help you make the most of a summer like no other, we've created an App like no other you can now download for free:  
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InShoreditch @MayorofLondon thanks for the heads up, also loving @MoLpresents !!!  
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Photo Route | From City Hall to Tower Hill Underground Station - Microsoft Inte

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## Useful web sites

- Inclusive London **[www.inclusivelondon.com](http://www.inclusivelondon.com)** - please add your own review
- Destination London - on line training course for businesses to welcome disabled visitors  
**<http://www.london.gov.uk/destinationlondon>**
- Photo Routes **<http://photoroute.com/southbank>**
- GLA web site  
**<http://www.london.gov.uk/priorities/london-2012-olympic-and-paralympic-games-0>**

## More Useful Web Sites

- BT London Live **<http://www.btlondonlive.com>** - Hyde Park, Trafalgar Square and Victoria Park Live Sites
- Mayor of London Presents **<http://www.molpresents.com>**  
info on Showtime, STROLL, Secrets
- Games and venue details from LOCOG  
**<http://www.london2012.com/spectators/accessibility>**
- Accessible travel information  
**[www.tfl.gov.uk/gettingaround/transportaccessibility/1167.asp](http://www.tfl.gov.uk/gettingaround/transportaccessibility/1167.asp)**

# The Paralympic Games - changing attitudes towards disabled people

