



Access Guide

Heywood Civic

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yourtrust



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ROCHDALE
BOROUGH COUNCIL

Approaching, parking and accessing the building

- There is free on-site parking including three designated accessible bays for blue badge holders which are located close to the main entrance.
- There is no time restriction at any time for vehicles parking with a valid blue badge.
- General parking is restricted to a three hours maximum stay between 8am and 6pm Monday to Friday, including bank holidays, with no return within one hour.
- Parking is unrestricted between 6pm and 8am Monday to Friday and all weekend.
- Parking is prohibited for vehicles over five tonnes.
- There are two charging points for electric vehicles.
- The car park is sloped, and some parts of the surface are uneven.
- There is level and slightly sloped access from the accessible car parking spaces to a level access entrance.
- There are two brown bollard posts on the walkway from the accessible parking to the entrance.
- There are automatic entrance/exit doors.
- The entrance to the building is directly into the lobby which contains our Bar + Kitchen.

Bar + Kitchen area access

- The counter height is 110cm, which is reduced to 95cm at the till point
- Food and drinks can be ordered at the counter. Staff are happy to assist you to carry your order to your table.
- Female toilets are located on the basement level down a flight of stairs located on the opposite side of the lobby to the Bar + Kitchen counter. The stairs have a handrail on both sides. There are six toilet cubicles, and the cubicle furthest to the left has handrails on both sides for those who require some support getting on and off the toilet.
- Male toilets are located on the basement level, down a flight of stairs located on the same side of the lobby as the Bar + Kitchen counter. The stairs have a handrail on both sides. There are three cubicles and four urinals, and the cubicle furthest on the right has handrails on both sides for those who require some support getting on and off the toilet.
- There is no lift access to the basement level so individuals who cannot manage the stairs should use the accessible toilet at ground floor level.
- An accessible toilet is located in the lobby area on the same side as the Bar + Kitchen counter, with a right-hand transfer toilet. The toilet seat height is 48cm, and the access door is 85cm wide.
- A fold-down baby change is available within the accessible toilet. This is 90cm from the floor.

- A Changing Places facility including toilet, height adjustable changing bed, height adjustable basin, privacy screen and a H track ceiling hoist, is located in the lobby area on the opposite side to the Bar + Kitchen counter. Please note that there are currently no shower facilities within the Changing Places facility. The toilet is a left-hand transfer with a seat height of 48cm. The access door is 85cm wide. The hoist has a maximum weight capacity of 200kg, the bed has a maximum weight capacity of 200kg, and the basin has a maximum weight capacity of 135kg.

This is kept locked so please speak to any staff member for access.



- Building staff can be recognised as they wear black with olive green aprons and can be identified by the Heywood Civic Centre logo on their uniform.

Moving around the building

- Signs to assist with navigating the building are orange with white lettering and have raised tactile letters. Some signs are not at a height which can be reached for tactile use, but staff are happy to assist if needed.
- The building is split across three floor levels.
- The basement level contains the male and female toilets, which are each accessed down a flight of stairs with handrails both sides. There is no lift access to the basement level.
- The ground floor is level throughout, and contains the Bar + Kitchen area, the auditorium, an accessible toilet and a Changing Places facility
- The first floor is level throughout, and contains the upper seating for the auditorium, a quiet room and The Cheesden Room which is a small private room available for hire.
- The first floor is accessed via a platform lift. The lift is located on the opposite side of the lobby to the Bar + Kitchen counter. The access door is automatic and opens outwards and is 88cm wide. The internal dimensions are 142cm by 93cm, and there is a maximum weight capacity of 400kg. The lift controls are raised, with braille on the floor level selector buttons. Buttons are 86cm above the floor level, and you press and hold the floor button to travel. Please pay attention to the signage in the lift as it has pressure sensitive safety strips and if you stand or lean on these, the lift will not move. You enter and exit the lift through opposite doors, so you do not need to turn in the lift or reverse out.
- The floor colour, texture and pattern has several changes throughout the building, with some areas carpeted and some areas with hard flooring.

- The building may be busy and noisy at times. A small quiet room is provided on the first floor with lift access. This room is available for anyone needing a quiet space, such as:
 - An individual experiencing sensory overload who needs to re-regulate.
 - An individual who wishes to pray.
 - Someone who wants a more private space to breast or chest feed

Please be respectful of other people when accessing this space, who may have different requirements than you. If you believe that this space is being misused, please notify a staff member.

- An accessible toilet is located on the first floor opposite the lift, with a left-hand transfer toilet. The toilet seat height is 48cm, and the access door is 84cm wide.
- A baby change is located in the first floor accessible toilet.

Event access

- Events take place in the auditorium area but the tiered seating can be retracted to allow tables and dining chairs to be set out.
- The layout of tables for events may not offer easy access to all areas of the room for anyone with mobility issues or who struggles with navigating tight spaces. If you are attending an event and require seating at a table that is closer to the toilets or has easy access or that is close to the exit to allow you to leave if you become overwhelmed, please let us know in advance by emailing arts.events@yourtrustrochdale.co.uk if it is a Your Trust event, or by contacting the event organiser if it is a private event hiring the space.
- The stage can be accessed via a platform lift in a non-public area. If you are attending an awards evening and may need to collect an award, or are a presenter or performer at the venue and you require lift access to the stage, please make the centre team aware in advance where possible by emailing arts.events@yourtrustrochdale.co.uk, and make yourself known to a staff member when you arrive. This lift has the same dimensions and controls as the lift in the lobby.

Auditorium access

- There are a limited number of wheelchair spaces in the level access stalls area in front of the stage, which can be booked with the events team by calling **0300 303 8633**, or by emailing arts.events@yourtrustrochdale.co.uk. Wheelchair spaces must be pre-booked and unfortunately wheelchair users cannot be accommodated at an event without pre-booking these spaces.
- There is no wheelchair access to the upper-level seating of the auditorium.
- Wheelchairs can be accommodated to a maximum width of 100cm and a maximum length of 100cm. If your chair exceeds these dimensions, please inform the events team when booking as depending on the layout and capacity of a specific event, you may be able to be accommodated but we are unable to guarantee this at every show.
- Wheelchair users at busy performances should be aware that there may be people seated on row A behind them, so should be cautious when reversing or manoeuvring.
- Seating in the auditorium is in fold-down seats with built-in armrests. Seats are 42cm wide, with a seat height from the floor of 46cm.
- The tiered seating is steep and access may be challenging for some individuals so we would recommend that anyone who struggles with stairs, narrow spaces, balance or depth perception, may prefer to book seats in the stalls which offer level access.
- There is platform lift access to the upper-level seating of the auditorium, but seats are still accessed via additional steps so customers unable to manage stairs should book seating in the stalls area.

- Anyone using a walker or other mobility aid that could cause an obstruction to a walkway, should speak to a member of the events team to check where this can be safely placed. Unfortunately we do not have storage for large items such as wheelchairs, so if you require a wheelchair then you will need to remain in it during the event.
- There is a hearing loop in the auditorium.
- We encourage people to bring their own ear defenders, fidget toys etc if these would be helpful. A limited number of sensory packs are available to loan for the duration of an event with a refundable deposit of £10 that is returned once the sensory pack is returned before leaving. These include ear defenders and a selection of fidget toys. These can be reserved when booking, or requested on arrival from a member of the events team.
- Please contact the box office before booking if you are sensitive to strobe lighting or have other sensory triggers, to check whether the event, show or performance that you are booking will be suitable for you.
- Deaf or hard of hearing individuals who need to contact the box office can do so by emailing arts.events@yourtrustrochdale.co.uk. Some shows offer British Sign Language interpretation, and these will be clearly marked on our website.

Essential Companion Scheme

We operate an essential companion scheme for individuals who cannot access our events without support, to enable a personal assistant to obtain a free ticket. This is only open to people who have care needs that must be met during the event, whether related to mobility, guidance, emotional/behavioural support or personal care, and the essential companion will be expected to remain with the individual and meet these needs throughout their visit. They will also be expected to liaise with event staff regarding any requirements if the building should need to be evacuated. Unfortunately, those who require support with transport or companionship only are not eligible for this scheme.

More information and the application form can be accessed here:

<https://www.yourtrustrochdale.co.uk/essential-companions-scheme/>

- There are only a limited number of Essential Companion tickets available per performance, we therefore recommend booking in advance to secure your seats.

For more in depth discussion around access requirements for any of our activities, please contact our Inclusion Lead Catherine Szymanskyj on [01706 926276](tel:01706926276) or email inclusion@yourtrustrochdale.co.uk