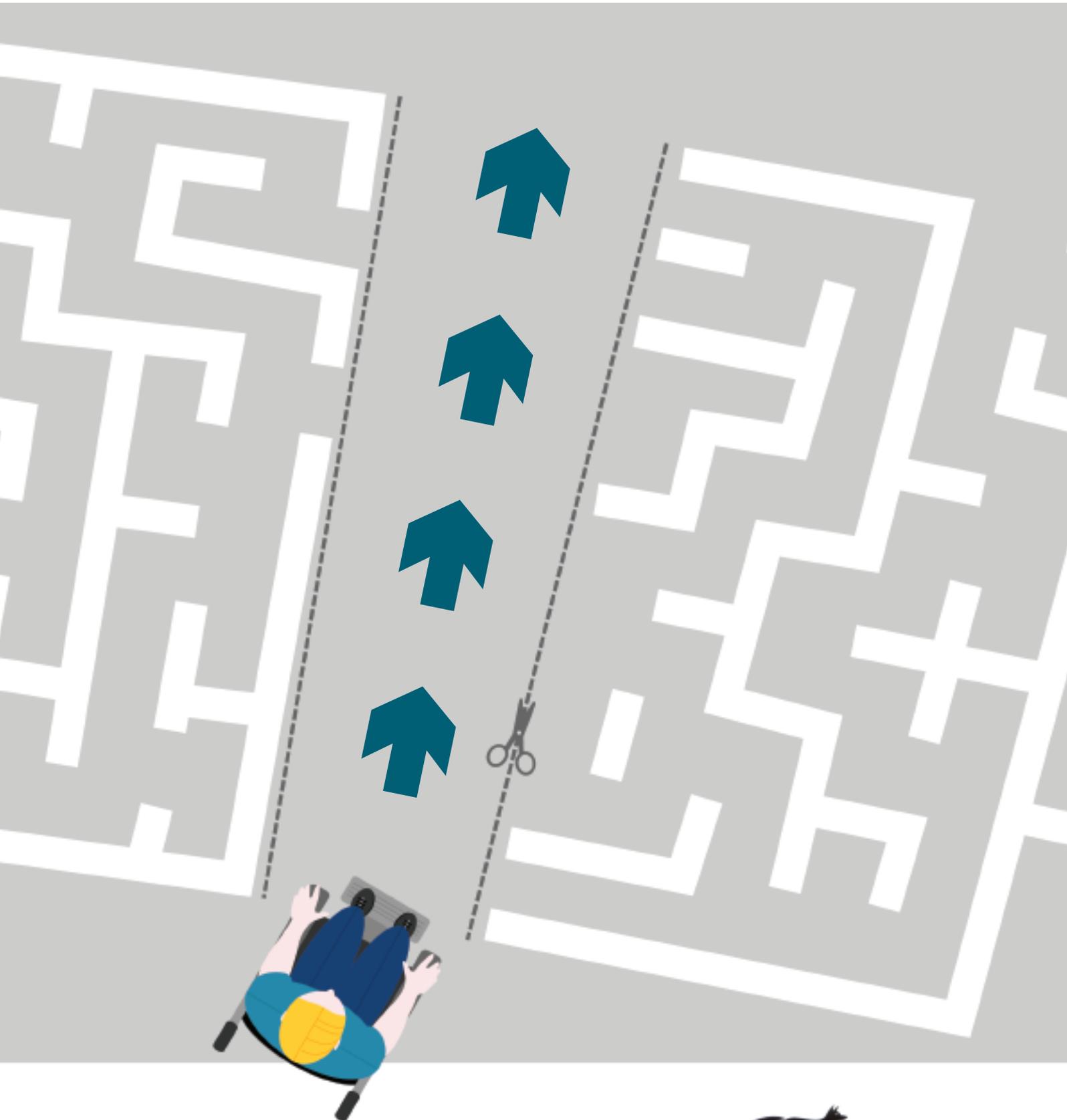


Making it Easy

A Good Practice Guide to Access for People with Disabilities



Supplementary Planning Document

Adopted by Charnwood Borough Council 13th February 2006



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Making it Easy

A Good Practice Guide to Access for People with Disabilities

Contents

Foreword	02
1. Introduction	03
2. The Policy Background	04
3. The Statutory Framework	05
4. The Importance of Access	06
5. Access Checklist	08
5.1 Out and about	
5.2 Entrances to buildings	
5.3 Within buildings	
5.4 Emergency Egress	
Appendices	18
Appendix 1: Local Plan Policies	
Appendix 2: Glossary	
Appendix 3: References and Further Reading	
Appendix 4: Useful Contacts	
Diagrams	
Diagram 1: Path Dimensions	08
Diagram 2: Positioning of Street Furniture	09
Diagrams 3/3a: Accessible Off-street Parking Bays	10
Diagram 4: External Ramp and Step Designs	11
Diagram 5: Entrance Clear Opening Widths	12
Diagram 6: Reception Areas	13
Diagrams 7/7a: Unisex WC Layout	14



Foreword

Everyone should be able to access and benefit from the full range of opportunities and facilities in the built environment. For groups with special needs - such as people with disabilities, parents with young children, and the elderly - to live fully active lives their needs must be met through good design. Buildings and public spaces that take account of the requirements of those with special needs cater more successfully for everyone. From time to time we all suffer impediments to our mobility - through accident or injury, or when burdened with shopping or luggage - and can appreciate the benefits of an accessible built environment.

The purpose of 'Making it Easy' is to promote awareness of and give guidance on the design considerations necessary to ensure proper access to buildings and public spaces. The guide does not cover everything, or have all the answers. We hope it covers the key design issues and that it will provide a useful introduction to understanding how to make Charnwood's built environment more accessible.

Councillor Jill Vincent
Design Champion
Charnwood Borough Council

1. Introduction

The aim of this document is to encourage awareness of, and to provide guidance on, the design considerations necessary to ensure convenient and suitable access to buildings for people with disabilities. It is hoped that property owners, developers and designers, in particular, will find the advice helpful in creating accessible buildings and inclusive environments that can be used by everyone, regardless of age, gender or disability. The guide is also intended to help service providers and employers to think about good practice issues when considering accessibility for customers and employees.

The access checklist outlines some basic good practice tips but is only an introduction to relevant aspects of legislation and design. Specialist advice should always be sought on the technical or detailed areas of policy, law and design.

2. The Policy Background



The Council shares the Government’s commitment to an inclusive society in which nobody is disadvantaged. Government Guidance, such as ‘Planning Policy Statement 1: Delivering Sustainable Development’ (2005) recognises the importance of breaking down unnecessary physical barriers and exclusions imposed on people with disabilities by poor design of buildings and places.

‘Making it Easy’ incorporates advice to supplement Policy EV/16 of the Borough of Charnwood Local Plan (2004), which states:

Planning permission will not be granted for new buildings intended to be open to the public or to be used for employment or education unless the design and layout provides suitable access to and into the building for people with disabilities. Proposals for the change of use, alteration or

extension of existing buildings for these purposes will also be required to provide for access by people with disabilities where reasonable and practical.

This Policy and the issue of access to and into buildings will be considered when the Council decides planning applications (see Appendix 1). Applicants should follow the planning related advice in this guide when preparing their submissions.

However, providing access for all is not just a planning issue. Many developments do not need planning permission and the internal layout of buildings is not normally material to the consideration of planning permission. Part M of the Building Regulations imposes requirements on how buildings should be designed and constructed to secure specific objectives for people with disabilities.

3. The Statutory Framework

Designers, developers, builders, service providers and employers should ensure that they are aware of their responsibilities under relevant legislation dealing with access. There are two pieces of legislation that are particularly significant:

Building Regulations:

Approved Document M: 'Access to and Use of Buildings' (2004 edition) derives from the Building Act 1984. It lays down specific access requirements that have to be satisfied in new buildings and where existing buildings are being altered. It has been revised to incorporate the new standards established by BS 8300 (2001). BS 8300 sets out good practice standards based on ergonomic research. It explains how the restrictions that prevent people with disabilities from making full use of buildings can be anticipated and overcome.

Part M, which is a minimum standard, now applies to 'an existing non-domestic building [which] has been extended, ... undergone a material alteration, or a material change of use other than to a dwelling or number of dwellings'. Part M requires reasonable provision to be made to ensure that buildings are accessible to and usable by all those who could be expected to use them, including the elderly and carers with young children. Compliance with Part M can be used to establish reasonable provision under the Disability Discrimination Act.

The Disability Discrimination Act 1995 places a duty on service providers to make reasonable adjustments to the way in which they provide their services. This includes the provision of auxiliary aids such as induction loops, accessible information, etc. The Act also places an obligation on service providers to remove physical barriers that make it difficult for people with disabilities to use their services. The requirement to make reasonable adjustments to buildings can be approached in different ways, namely:

- To remove the feature.
- To alter the feature.
- To provide a reasonable alternative means of avoiding the feature.
- To provide a reasonable alternative method of making the service accessible.

The key to assessing the relative merits of the different approaches will be through a thorough and balanced Access Audit. Some of the main issues to consider are outlined in the Access Checklist section of the guide.

4. The Importance of Access

Access for people with disabilities means either physical access such as installation of ramps, providing information in different formats or it can mean peoples' attitudes towards disability. This guide concentrates on the physical aspects of disability and, therefore, it is advisable that people responsible for providing services or employment should seek further guidance (see Appendix 3: Useful Contacts).

Buildings and environments that are accessible will benefit us all but will particularly help people with mobility, manual dexterity or sensory impairments, elderly people, pregnant women, people pushing prams or buggies and those encumbered with luggage or shopping. Other impairments might include continence, memory, perception, disfigurement and mental illness. It is estimated that approximately 11.2 million people, around 20% of the adult population of the UK are categorised under the definition of 'disability' in the Disability Discrimination Act 1995. This demonstrates how important it is to design for optimum ease of use by everyone.

We all have an interest in the creation of an accessible built environment. We can all contribute in some way to the removal of barriers that prevent access for everyone. Many of the current obstacles that hinder access are quite minor and could easily be removed. For example doors too heavy to push open, steps that are difficult to use, lack of a handrail, poor lighting and confusing signage. In new projects access improvements need not be expensive, particularly if they are considered from the outset. It is much more expensive to adapt later. All it takes is a little forethought.

It is good practice for applicants submitting planning applications to prepare an access statement with their submissions. This should demonstrate the designer's commitment to take the issue of inclusive design seriously.

The exact form of the access statement will depend on the size, nature and complexity of the scheme. However, each statement should identify:

- the philosophy and approach to inclusive design;
- the key issues of the particular scheme; and
- the sources of advice and guidance used.

In the case of existing buildings such a statement enables a designer to identify the constraints posed by the existing structure and its immediate environment and to explain how these have been overcome. This is particularly valuable in the case of development proposals affecting historic buildings and areas because of the need to reconcile differing and sometimes contradictory legislation. For instance, consent is required for any works of demolition, alteration or extension which affect the character of a listed building, including any associated structures and fittings within its curtilage.

In seeking listed building consent it is important to provide information about the need for the alterations, the architectural and historical significance of the building, and to assess the likely impact of the access proposals in relation to this.

It should normally be possible to plan suitable access without compromising a building's special character if the proposals are informed by an integrated review of access arrangements for all visitors or users, and by a flexible and pragmatic approach to design. More detailed advice is given in English Heritage's publication 'Easy Access to Historic Buildings' (2004).



5. Access Checklist

Making it Easy is not intended to be a comprehensive manual. Its purpose is to make you aware of the needs of people with disabilities.

For detailed requirements relating to buildings you must refer to Part M of the Building Regulations or contact the Building Control Section for advice.

5.1 Out and about

- Avoid creating narrow pavements, adverse cambers, sharp dips at crossing points and high kerbs (see Diagram 1). Effective and well maintained drainage systems are important, with particularly care needed to ensure that dropped kerbs are free from puddles of water.
- Routes from parking areas and bus stops should be as short as possible.
- Routes must be kept clear of parked vehicles and other obstructions. In new development careful consideration of the provision for utility elements such as wheelie bins and cycle parking is needed to prevent the possibility of obstruction.

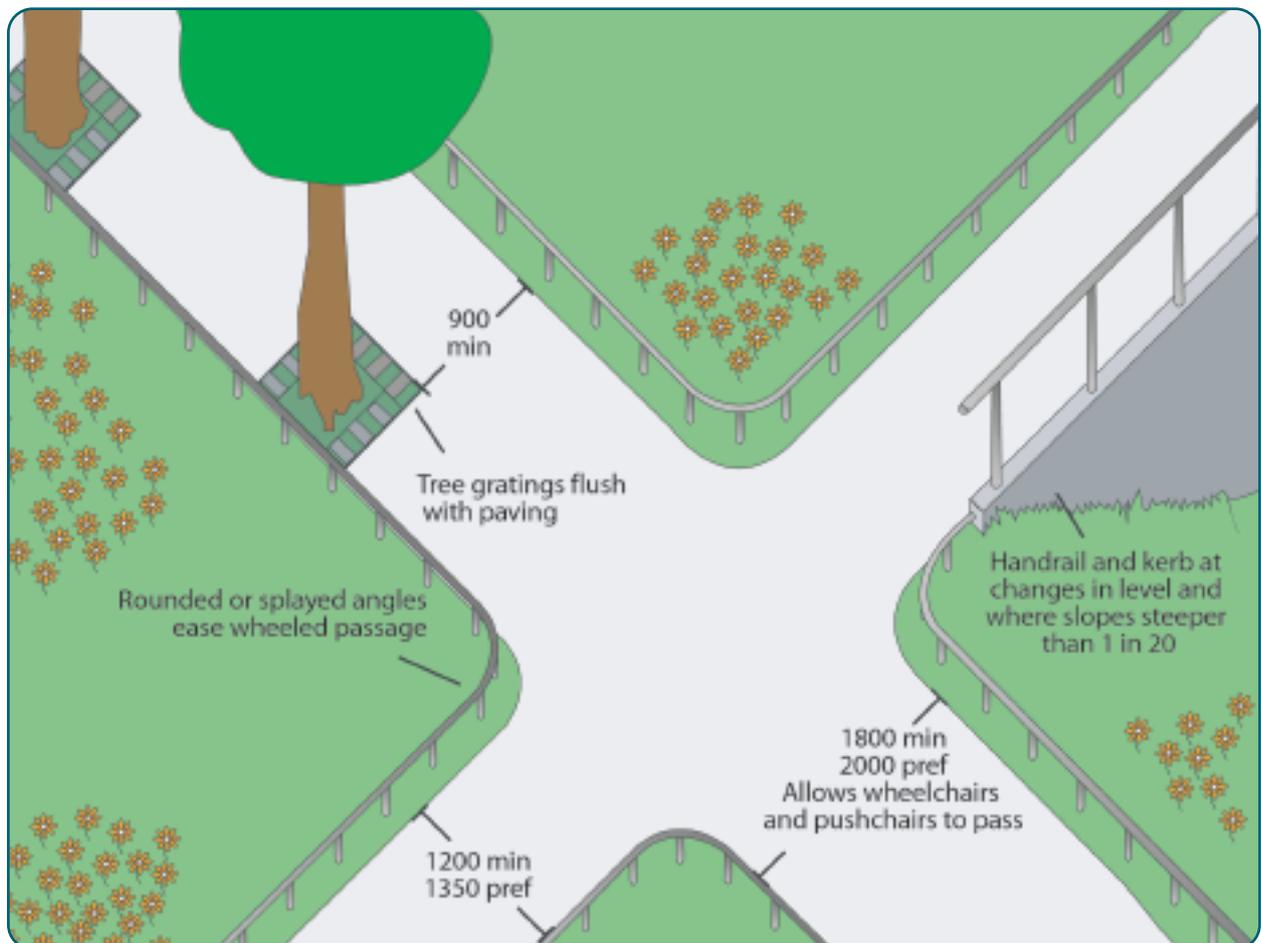


Diagram 1 Path Dimensions

- Routes should provide ample aural and tactile information as well as visual clues to help people with sensory impairments.
- Sufficient signage and lighting for people to be able to locate and identify the building should be considered.
- The provision of seating and bins at regular intervals along popular routes is desirable. However, avoid clutter, confusion and the obstruction of routes from carelessly sited and designed street furniture, signage and landscape features (see Diagram 2).

- Ensure that reserved, larger parking spaces are provided and conveniently located (see Diagrams 3 and 3a).
- Gradients of ramps, pavements and drives should not be too steep. A gradient of 1:15 or less is desirable. Changes in level should be identified by means of colour change and texture (see Diagram 4).
- Steps should accompany ramps for ambulant disabled people (see Diagram 4). Surface materials for ramps and steps should be slip resistant and non-reflective.

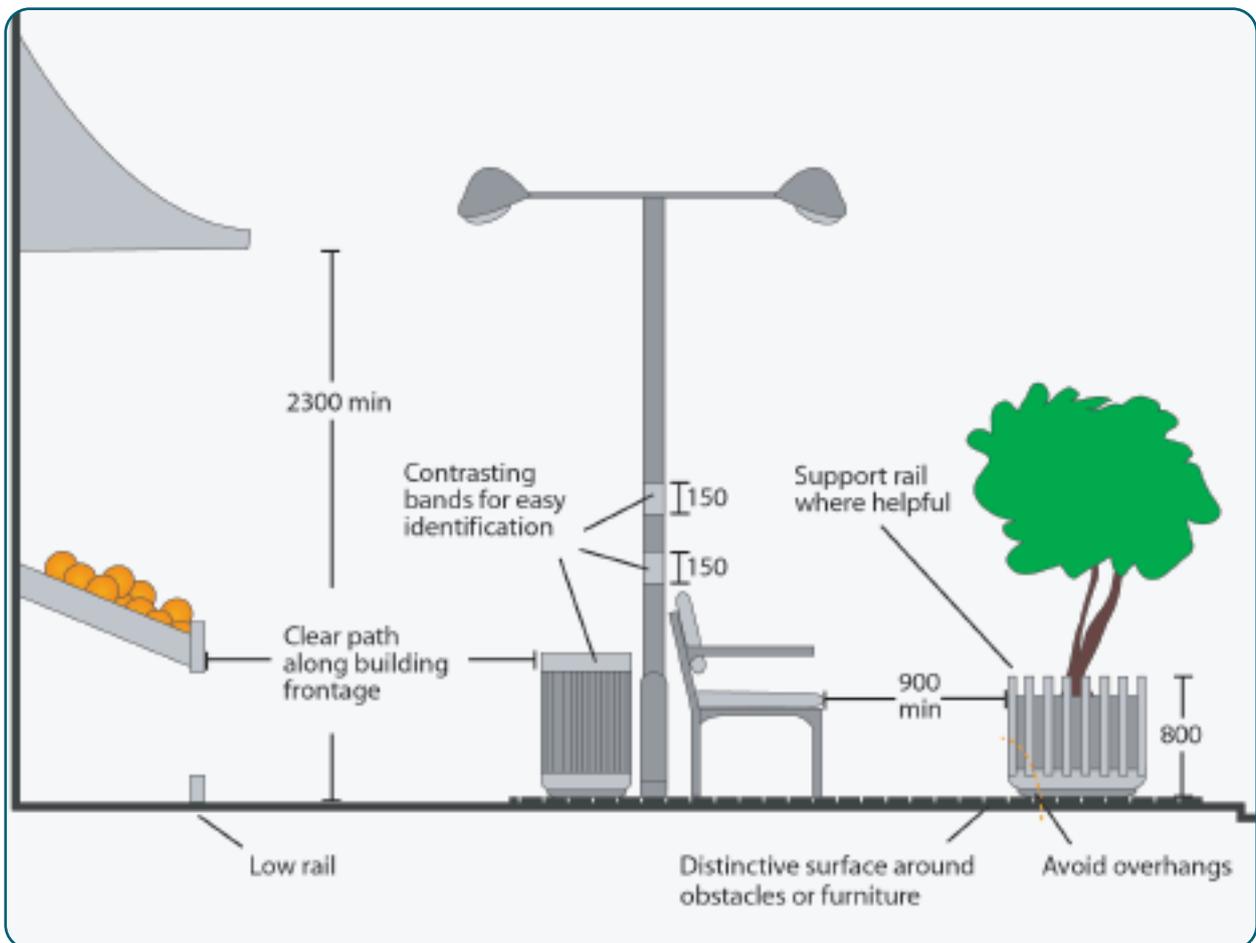


Diagram 2 Positioning of Street Furniture

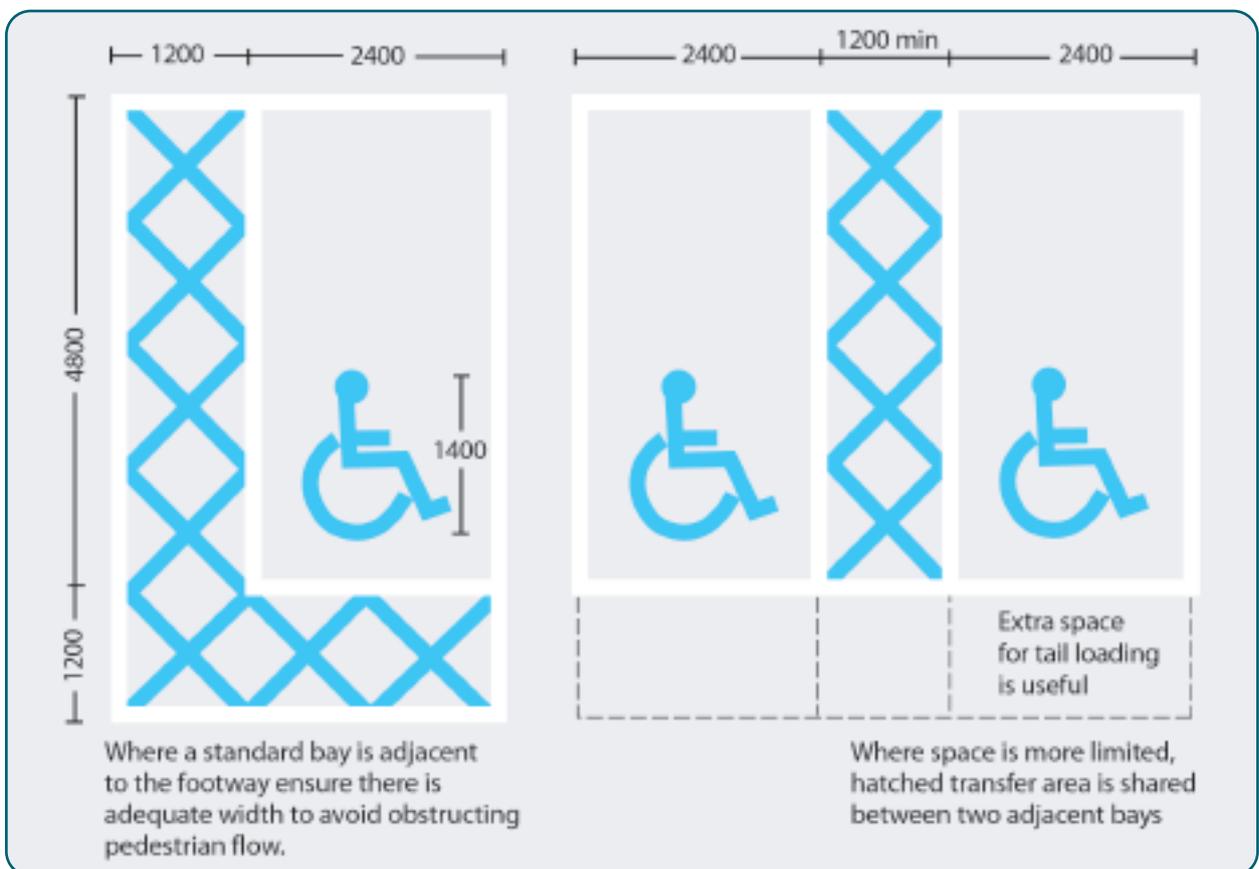
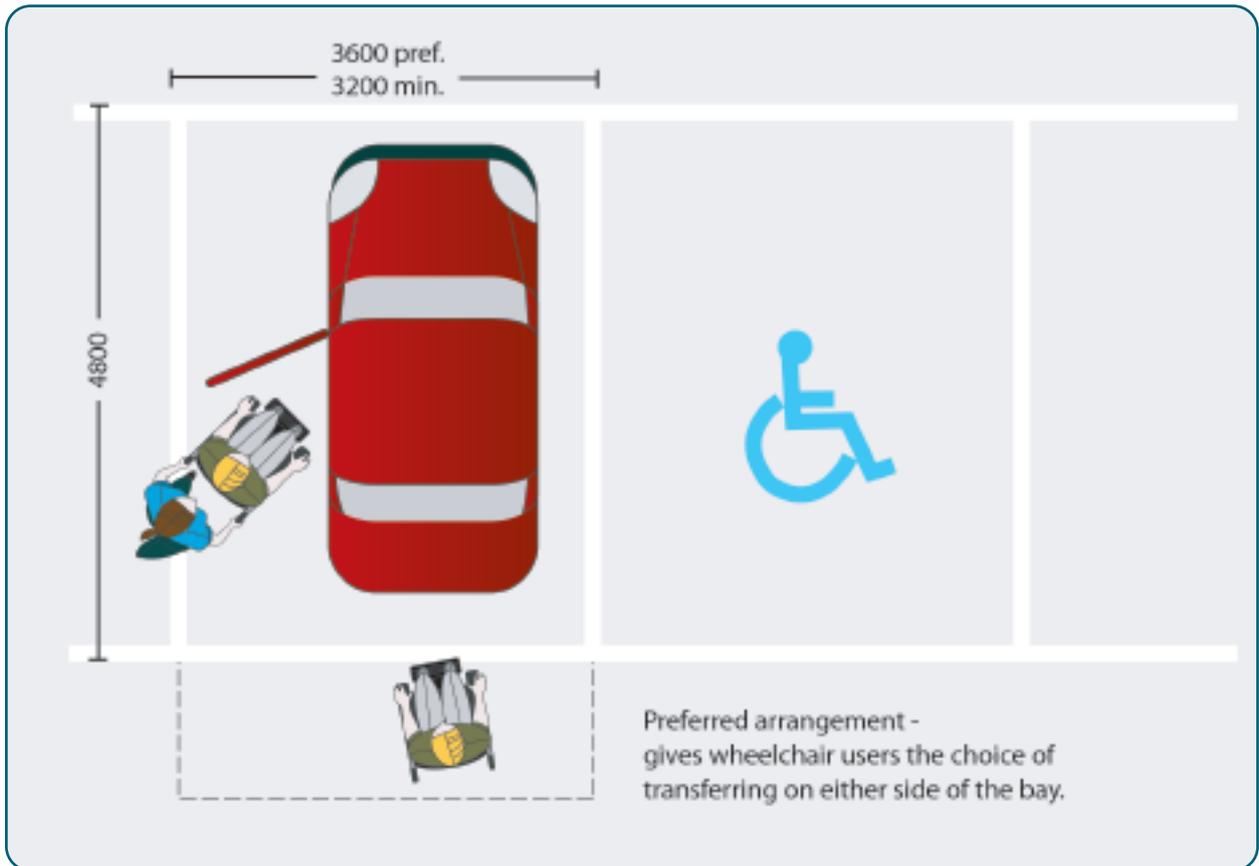


Diagram 3/3a Accessible Off-street Parking Bays

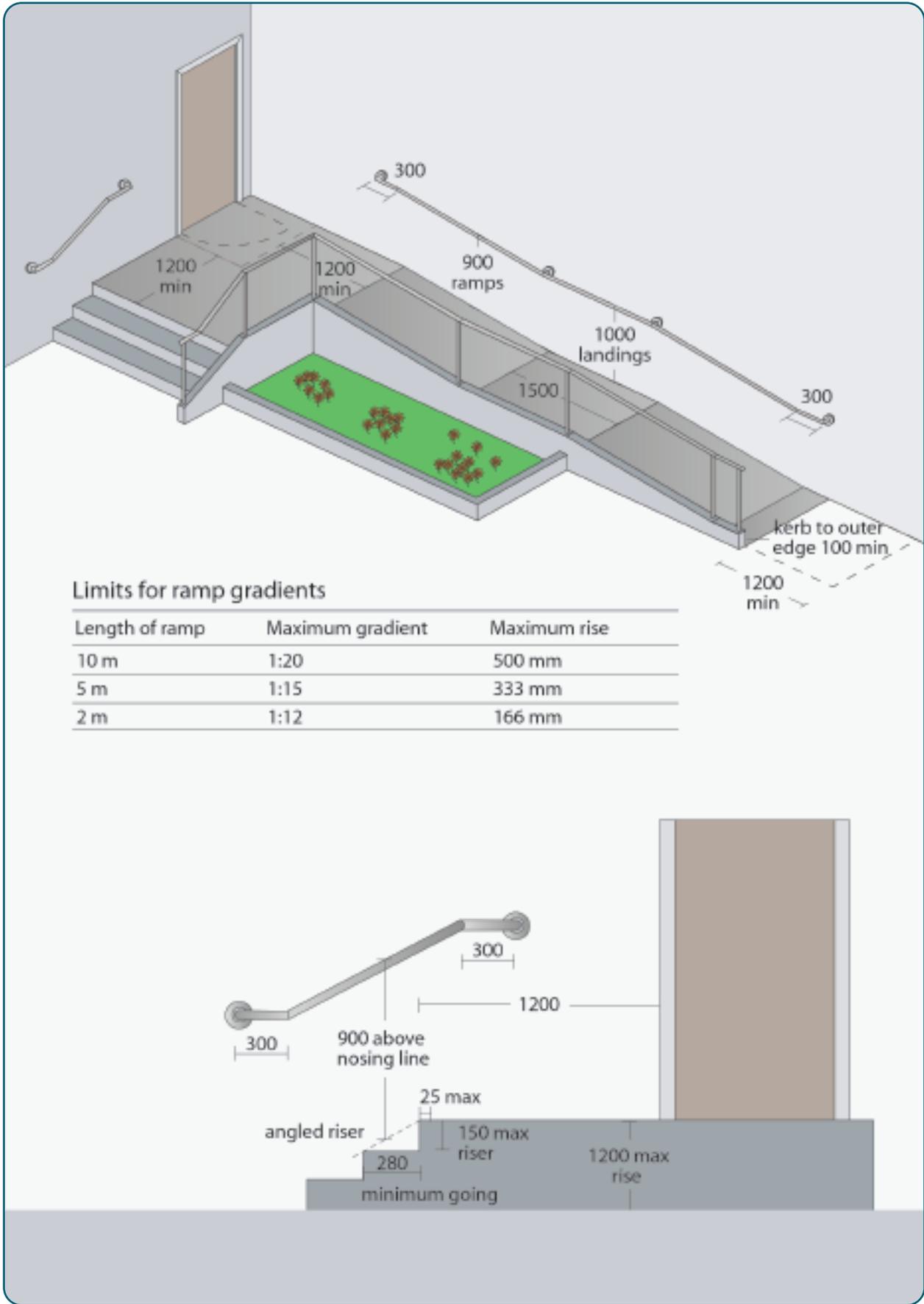


Diagram 4 External Ramp and Step Designs

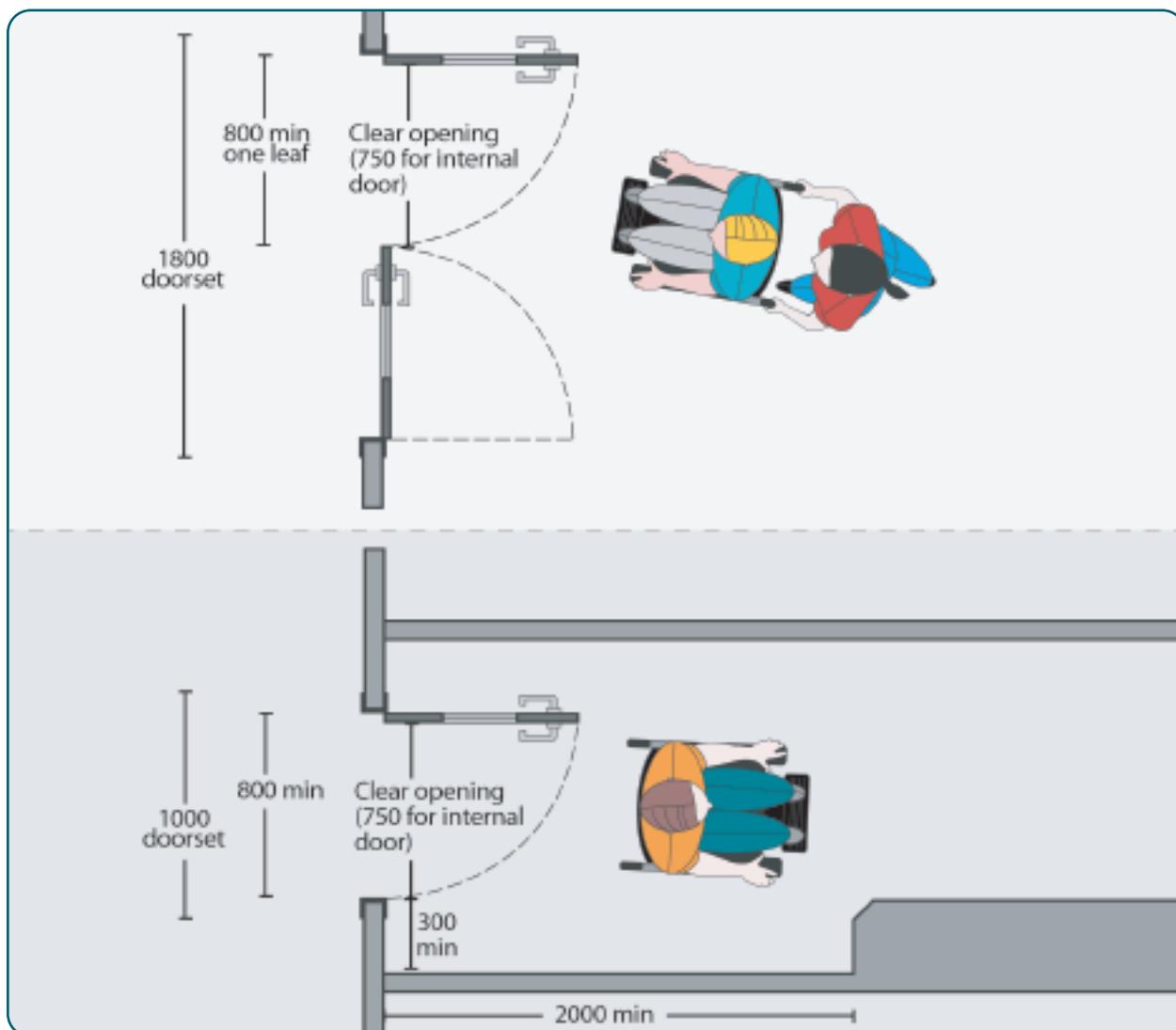


Diagram 5 Entrance Clear Opening Widths

5.2 Entrances to buildings

- Entrances to buildings should be placed in a logical relationship with the routes that serve them and should be easily identifiable from the building's facade.
- Provide a level access - if ramps are needed provide steps as well.
- Thresholds to all buildings (including houses) should be minimal.
- Design the main entrance for all to use. Do not push people with disabilities to the side door.
- Ensure that gates and doors are of adequate width. The minimum clear door opening width is 800mm (see Diagram 5). Door openings should be 1000mm at entrances to buildings used by the general public. The design should take account of door furniture which might restrict clear door opening.
- Door mechanisms should ensure that the door can be opened with the minimum force. Guidance on the detail of this issue is set out in BS8300 and the Building Regulations
- Automatic doors can provide good access for people with disabilities but must remain open for a slow moving person to pass. Consider press button entry facilities. Swing doors can be hazardous to the unwary and the approach space must be safeguarded.

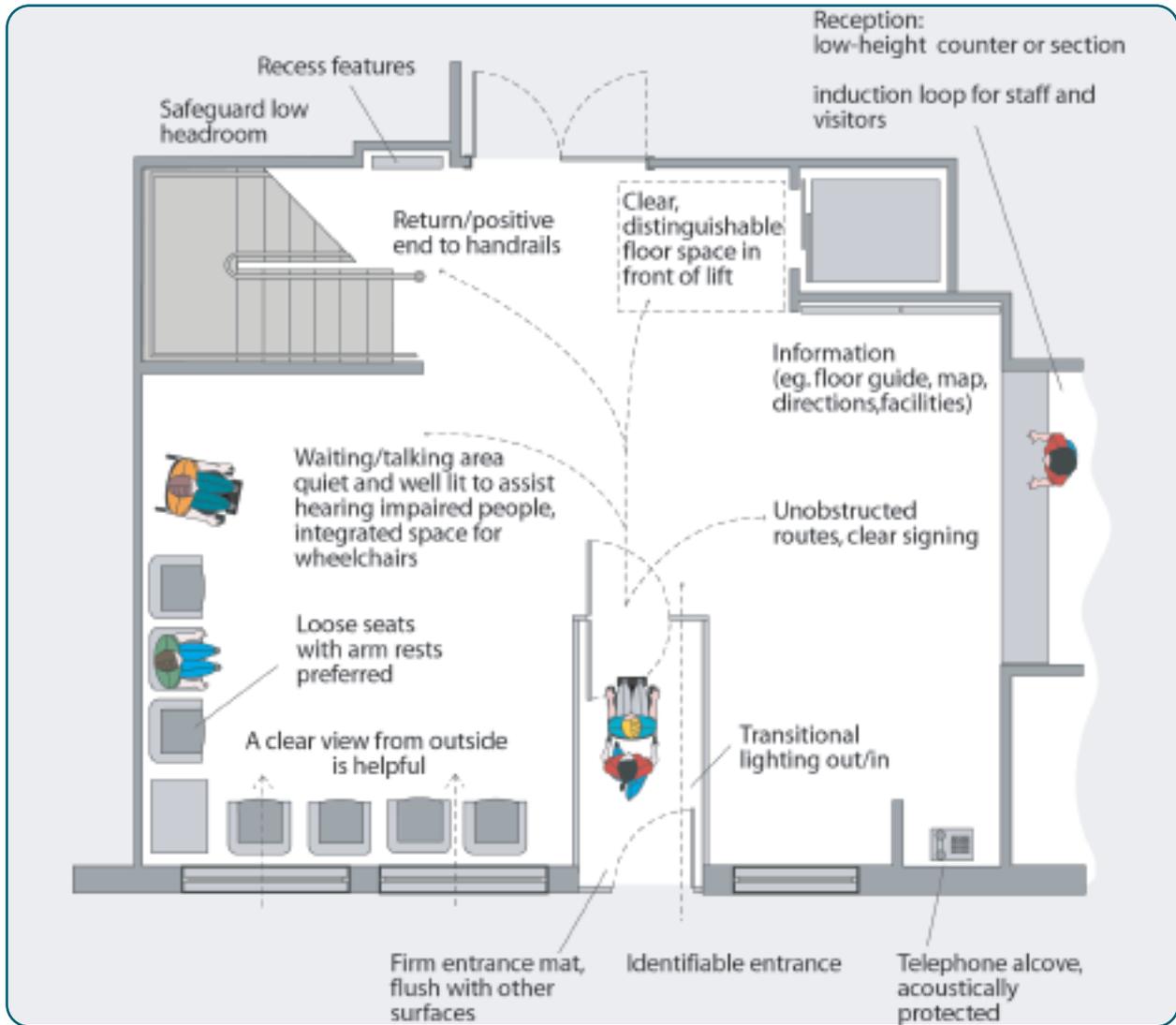


Diagram 6 Reception Areas

5.3 Within buildings

■ Lobbies should be sized to allow wheelchair users to move clear of the first door before negotiating the second. Adequate space (300mm min) must be provided between the leading edge of the door and the corner of the wall to allow wheelchair and walking frame users room to manoeuvre (6).

■ Reception areas should be well lit, with plenty of circulation space and clearly defined and unobstructed routes (see Diagram 6).

■ Corridors connect spaces and in emergencies form part of escape routes. They must be simple, clear of obstructions and safe to negotiate.

■ Corridors convey information about a building in order to assist with circulation around it. Use clear signage, colour, texture, light and sound to help those with hearing or sight difficulties.

■ Doors are intended to give access to spaces - poor design will turn them into barriers between spaces. Doors in frequent use should have visibility panels, which must be set at the correct height (see detailed advice in BS8300). Door furniture should be clearly distinguishable from the door and easily reached and gripped.

■ Think beyond corridors and doors. Ensure that rooms can be used by everyone.

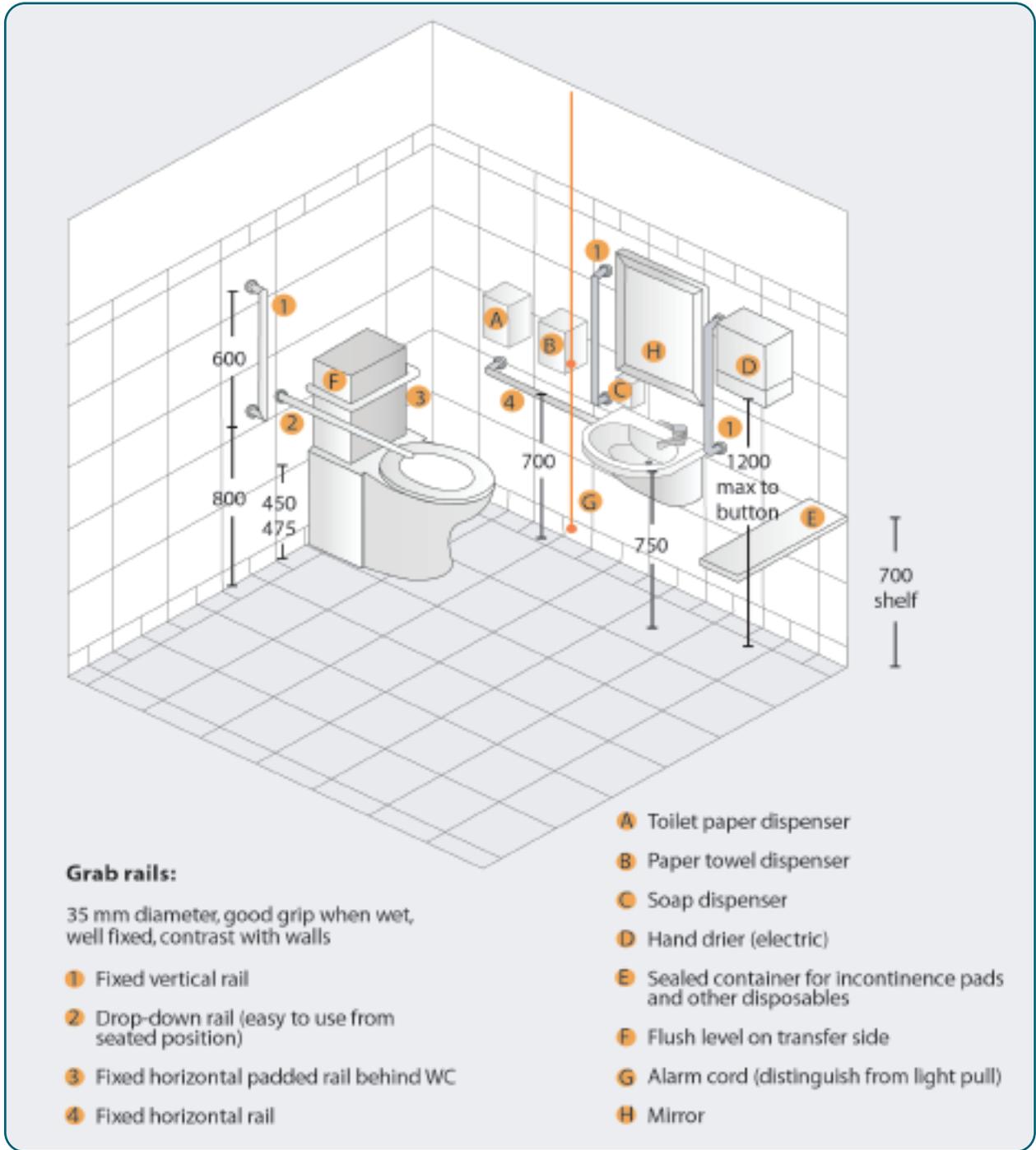


Diagram 7 Unisex WC Layout

■ Lifts are usually the easiest way of travelling between different levels but stairs, ramps, platform lifts and wheelchair stair lifts may also be used. In the case of lifts, the control buttons should be mounted at a convenient height for all to use and be both tactile and Braille readable. There should be a voice announcement inside the car, support rails and a rear mirror to enable wheelchairs to be

backed out.

■ If steps are to be used, they will need suitable handrails on both sides and contrasting nosings on each step. There should also be tactile warning at the head and foot of each flight.

■ Accessible, well-located WCs are essential for the freedom of disabled people. Diagrams 7 & 7a indicate the minimum design requirements. Where

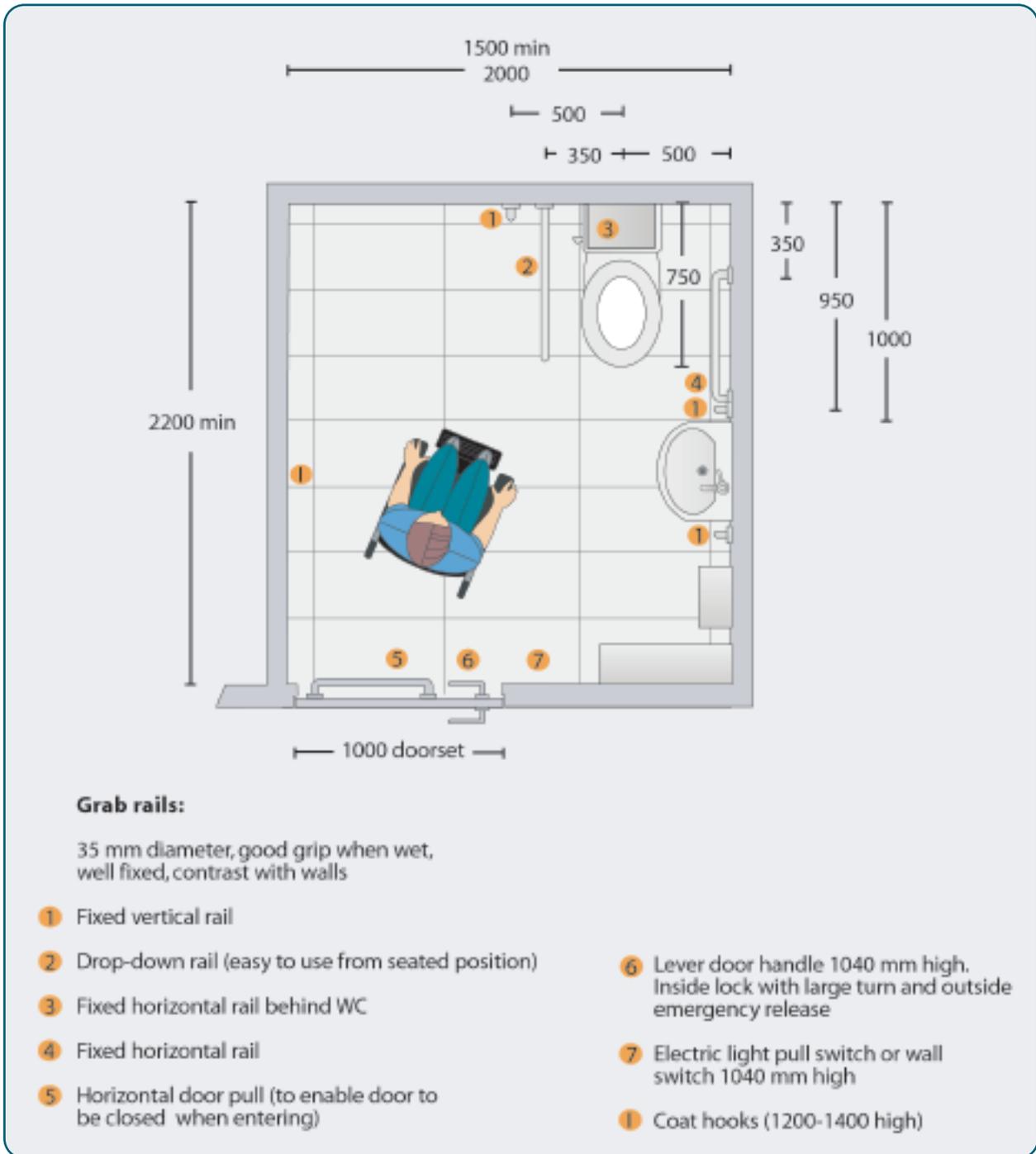


Diagram 7a Unisex WC Layout

space permits, a peninsular layout of WC should be considered. This requires a compartment 2500mm wide x 2000mm long minimum. For wheelchair users this layout, which provides space available either side of the WC, has the advantage of allowing choice of approach and transfer.

- Doors to accessible WCs should open outwards

but in situations where this may create a danger, such as where the opening is directly onto a public corridor, a sliding door can overcome the problem.

- Consider the access needs of visitors/customers/employees in the design of fixtures, fittings and services; including seating, counters and checkouts, public telephones, signs, induction loops/infrared systems, alarms/security and lighting.

5.4 Emergency Egress

This document provides an outline of access considerations to and within buildings. It does not attempt to cover emergency egress from buildings. However, this is an important issue that should be considered at the same time as access and is a responsibility that rests with the building management or service providers.

■ In the event of an emergency evacuation, will everyone be aware of an alarm and be able to evacuate? To cover this eventuality, fire alarms will need flashing beacons in addition to sounders. In some cases, people with disabilities will not be able to get out of buildings unaided in an evacuation. This is a management issue, rather than a physical one, which will need to be addressed.

Evacuation plans should allow for evacuation without reliance on the fire service. They should be drawn up following consultation with the fire officer and disabled users so that their needs are taken into account. This should include the preparation of Personal Emergency Egress Plans (PEEPs), the nomination and training of staff expected to aid evacuation, the trained use of evac-chairs, and the provision of refuge areas. Guidance on the management of assisted escape is given in BS 5588 Part 8: Code of Practice for Means of Escape for Disabled People (5).

Remember that accessibility cannot be guaranteed by good design alone. How a building is managed in its day-to-day running, staff awareness and training will have a huge impact on how easy it is to use by everyone.



Appendix

1. Borough of Charnwood Local Plan Policies (2004)

Access for People with Disabilities

POLICY EV/16

Planning permission will not be granted for new buildings intended to be open to the public or to be used for employment or education unless the design and layout provides suitable access to and into the building for people with disabilities. Proposals for change of use, alteration or extension of existing buildings for these purposes will also be required to provide access for people with disabilities where reasonable and practical.

The Chronically Sick and Disabled Persons Act 1970 and the relevant sections of the Disabled Persons Act 1981 incorporated into the Town and Country Planning Act 1990, require developers of specified types of building to provide suitable means of access, parking and toilet facilities to meet the needs of people with disabilities. The types of buildings to which the Act applies are buildings open to the public, places of employment and educational establishments.

The provisions of the Acts are largely enforced through Part M of the Building Regulations in so far as new development is concerned. PPG1 indicates that local planning authorities should take into account access issues in development plans and in determining planning applications. For new developments, or changes of use or alteration of existing buildings where there will be public access, the Borough Council will seek to ensure that, through the design and layout, easy access to the building is provided for people with disabilities. The Borough Council will be flexible in its approach to access issues taking into account the circumstances of each case. Measures designed to assist people with disabilities will improve access for everyone, not least the elderly and infirm and people with young children.

Planning Criteria for the Design and Layout of New Car Parks

POLICY TR/21

Planning permission will be granted for matters of detail relating to car parking proposals where all the following criteria are met:

- i) they are in locations convenient for the centre or feature they serve, and provide safe and direct access for pedestrians and people with disabilities to those destinations;**
- ii) traffic generation by the car park would not create unacceptable congestion and conflict between pedestrians and vehicles on roads close to the development;**
- iii) measures including signing and lighting are included to ensure easy access, internal circulation, safety and security for vehicles, bicycles and people using the car park;**
- iv) extra wide spaces are provided for people with disabilities and people with small children;**
- v) screening and landscaping is provided to safeguard the amenities of adjoining properties and land uses.**

Many existing car parks have attracted problems because of their poor appearance, and levels of usage are depressed due to fears of injury to person and property. A well designed and maintained facility can provide a welcome feature in the streetscene with improved public confidence in security.

In assessing the details of proposals for car parks an important consideration will be that they are conveniently placed for users and to provide safe and direct access that they the intended destination. Car parks will not be allowed where the related traffic generation would lead to unacceptable congestion or circulating traffic movements detrimental to pedestrian safety or local amenities.

In Loughborough Town Centre surface parking although apparently preferred by motorists is not an efficient use of land and is expensive to provide unless associated with wider commercial development. Therefore, if further significant parking is justified, multi-storey facilities may be needed. Strong design, good management, signing and routing will be essential if such facilities are to achieve maximum use and overcome public resistance to their use.

Appendix

2. Glossary

Access statement

A statement prepared by an applicant indicating their approach to **inclusive design**.

Approved Documents

A series of documents indicating possible ways in which the requirements of the **Building Regulations** might be met.

Building Regulations

Regulations arising out of the Building Act 1984 that apply to construction works in England and Wales. They are designed to ensure the health and safety of people in and around buildings, to provide for energy conservation and to provide appropriate Access and Facilities for Disabled People.

Development

For the purpose of this guide, ‘development’ means the carrying out of any building, works, alterations or operations that require planning permission (Section 55 of the Town and Country Planning Act 1990). This includes change of use.

Development Plan Documents (DPD)

Documents prepared by the local planning authority setting out the main spatial strategy, policies and proposals for the area.

Disability

The basic definition in the Disability Discrimination Act is ‘a physical or mental impairment that has a substantial or long term adverse effect on an individual’s ability to carry out normal day to day activities’.

Inclusive design

Inclusive design creates an environment where everyone can access and benefit from the full range of opportunities available to members of society. It aims to remove barriers which create undue effort, separation or special treatment and enables everyone to participate equally in mainstream activities independently with choice and dignity.

Part M of the Building Regulations

One of 13 Parts of the Building Regulations. It relates to Access and Facilities for Disabled People.

Supplementary Planning Documents (SPD)

These documents expand on policies and proposals in **Development Plan Documents**.

3. References and Further Reading

British Standards Institution (2001), *Design of Buildings and their Approaches to Meet the Needs of Disabled People*, BS 8300, BSI, London.

Charnwood Borough Council (July 2005), *Leading in Design SPD*.

Charnwood Borough Council (2004), *Borough of Charnwood Local Plan*.

Charnwood Borough Council (Feb 2006), *Charnwood 2021: Planning for Our Next Generation – Core Strategy Preferred Options*.

Centre for Accessible Environments (1999), *Access Audits: A Guide and Checklist for Appraising the Accessibility of Public Buildings*.

Disability Rights Commission (2002), *Code of Practice: Rights of Access, Goods, Facilities, Services and Premises*, London.

The Disabled Persons Transport Advisory Committee (DPTAC) (June 2003), *Inclusive Projects: A Guide to Best Practice on Preparing and Delivering Project Briefs to Secure Access*.

English Heritage (2004), *Easy Access to Historic Buildings*.

ODPM, *Building Regulations (2000): Approved Document M – Access to and Use of Buildings*, (2004 edition).

ODPM (2003), *Planning and Access for Disabled People: A Good Practice Guide*, (www.odpm.gov.uk).

Appendix

4. Useful Contacts



Charnwood Borough Council Contacts

'Making it Easy' provides an introduction only to good practice. For more detailed information about the guidance please contact:

The Conservation & Design Team:
Tel: 01509 634769
Email: built.heritage@charnwood.gov.uk

For information about the Building Regulations please contact:

The Building Control Team:
Tel: 01509 634751
Email: building.control@charnwood.gov.uk

For information about Planning Permission please contact:

The Development Control Technical Support Team:
Tel: 01509 634771
Email: development.control@charnwood.gov.uk

For information about the Disability Discrimination Act please contact:

The Council's Equalities Officer on:
Tel: 01509 634504
Email: sarah.cromie@charnwood.gov.uk

5. Other Sources of Information

British Standards Institute

British Standards are available from BSI at:
www.bsi-global.com

Charnwood Disability Forum

c/o John Storer House
Wards End
Loughborough
LE11 3HA
Tel: 01509 631750

Centre for Accessible Environments

70 South Lambeth Road
London SW8 1RL
Tel: 020 7840 0125
Web site: www.cae.org.uk

The Disability Rights Commission

DCR Helpline
FREEPOST MID02164
Stratford Upon Avon
CV37 9BR
Tel: 08457 622 633
Text phone: 08457 622 644
Web site: www.drc-gb.org

HMSO and Stationery Office

Office of Public Sector Information
Publications are available on-line at:
www.opsi.gov.uk

Leicestershire Centre for Integrated Living (LCIL)

5-9 Upper Brown Street
Leicester LE1 5TE
Tel: 0116 222 5005
Fax: 0116 222 5008
Minicom: 0116 222 5007
Web site: www.lcil.org.uk

National Register of Access Consultants

70 South Lambeth Road
London SW8 1RL
Tel: 020 7735 7845
Web site: www.nrac.org.uk

Royal Association for Disability and Rehabilitation (RADAR)

12 City Forum
250 City Road
London EC1V 8AF
Tel: 020 7250 3222
Fax: 020 7250 00212
Web site: www.radar.org.uk

Royal National Institute for the Blind (RNIB)

105 Judd Street
London WC1H 9NE
Tel: 0845 766 9999
Web site: www.rnib.org.uk

Royal National Institute for Deaf People (RNID)

19-23 Featherstone Street
London EC1Y 8SLT
Tel: 0808 808 0123
Web site: www.rnid.org.uk

Translating Council Documents

The Council provides a written and audio tape translation facility for translation of all of its publications. To obtain a Council document in an alternative language please telephone 01509 634560.

ਕੈਂਸਲ ਦੇ ਦਸਤਾਵੇਜ਼ਾਂ ਦਾ ਅਨੁਵਾਦ

ਅਸੀਂ ਸਭ ਪ੍ਰਕਾਸ਼ਨਾਂ ਦੇ ਅਨੁਵਾਦ ਲਈ, ਲਿਖਤੀ ਅਤੇ ਆਡੀਓ ਟੇਪਾਂ ਦੇ ਅਨੁਵਾਦ ਦੀ ਸਹੂਲਤ ਪ੍ਰਦਾਨ ਕਰਦੇ ਹਾਂ। ਕਿਸੇ ਵਿਕਲਪਕ ਭਾਸ਼ਾ ਵਿੱਚ ਕੈਂਸਲ ਦਾ ਕੋਈ ਦਸਤਾਵੇਜ਼ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ, ਕਿਰਪਾ ਕਰਕੇ 01509 634560 'ਤੇ ਫੋਨ ਕਰੋ।

ਕਾਉਂਸਿਲਰ ਡਕੂਮੈਂਟ (ਦਲਿਲਪਤਰ) ਅਨੁਵਾਦ

ਆਸਾਨਤਰ ਸਕਲ ਪ੍ਰਕਾਸ਼ਨਾਂ ਅਨੁਵਾਦਨ ਕਰਵਾਉਣਾ ਆਸਾਨ ਕਰਨ ਲਈ ਅਸੀਂ ਲਿਖਤ ਅਤੇ ਆਡੀਓ ਟੇਪ ਅਨੁਵਾਦ-ਭੇਜਣਾ ਆਸਾਨਤਰ ਪ੍ਰਦਾਨ ਕਰਦੇ। ਕਿਸੇ ਵੀ ਭਾਸ਼ਾ ਵਿੱਚ ਕੋਈ ਕਾਉਂਸਿਲਰ ਡਕੂਮੈਂਟ (ਦਲਿਲਪਤਰ) ਆਪਣੇ ਅਨੁਵਾਦ ਕਰਵਾਉਣਾ ਚਾਹੇ ਤਾਂ ਅਸੀਂ ਅਨੁਵਾਦ ਕਰਨ ਲਈ 01509 634560 ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰਨ।

ਫ਼ਲੋਰ ਡਕੂਮੈਂਟਾਂ ਦਾ ਅਨੁਵਾਦ

ਕੋਈ ਵੀ ਪ੍ਰਕਾਸ਼ਨਾਂ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਲਈ ਅਸੀਂ ਲਿਖਤ ਅਤੇ ਆਡੀਓ ਟੇਪ ਅਨੁਵਾਦ ਸਹੂਲਤ ਪ੍ਰਦਾਨ ਕਰਦੇ ਹਾਂ। ਕੋਈ ਵੀ ਫ਼ਲੋਰ ਡਕੂਮੈਂਟ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਲਈ ਅਸੀਂ 01509 634560 ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰਨ।

ਫ਼ਲੋਰ ਡਕੂਮੈਂਟਾਂ ਦਾ ਅਨੁਵਾਦ (ਭਾਸ਼ਾ ਵਿਖੇ)

ਅਸੀਂ ਆਸਾਨਤਰ ਪ੍ਰਕਾਸ਼ਨਾਂ (ਪਬਲਿਕੇਸ਼ਨ) ਤਰਜੂਮਾ ਮਾਏ ਲਿਖਤ ਅਤੇ ਆਡੀਓ ਟੇਪਾਂ ਦੀ ਸਹੂਲਤ ਪ੍ਰਦਾਨ ਕਰਦੇ ਹਾਂ। ਫ਼ਲੋਰ ਡਕੂਮੈਂਟਾਂ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਲਈ ਅਸੀਂ 01509 634560 ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰਨ।

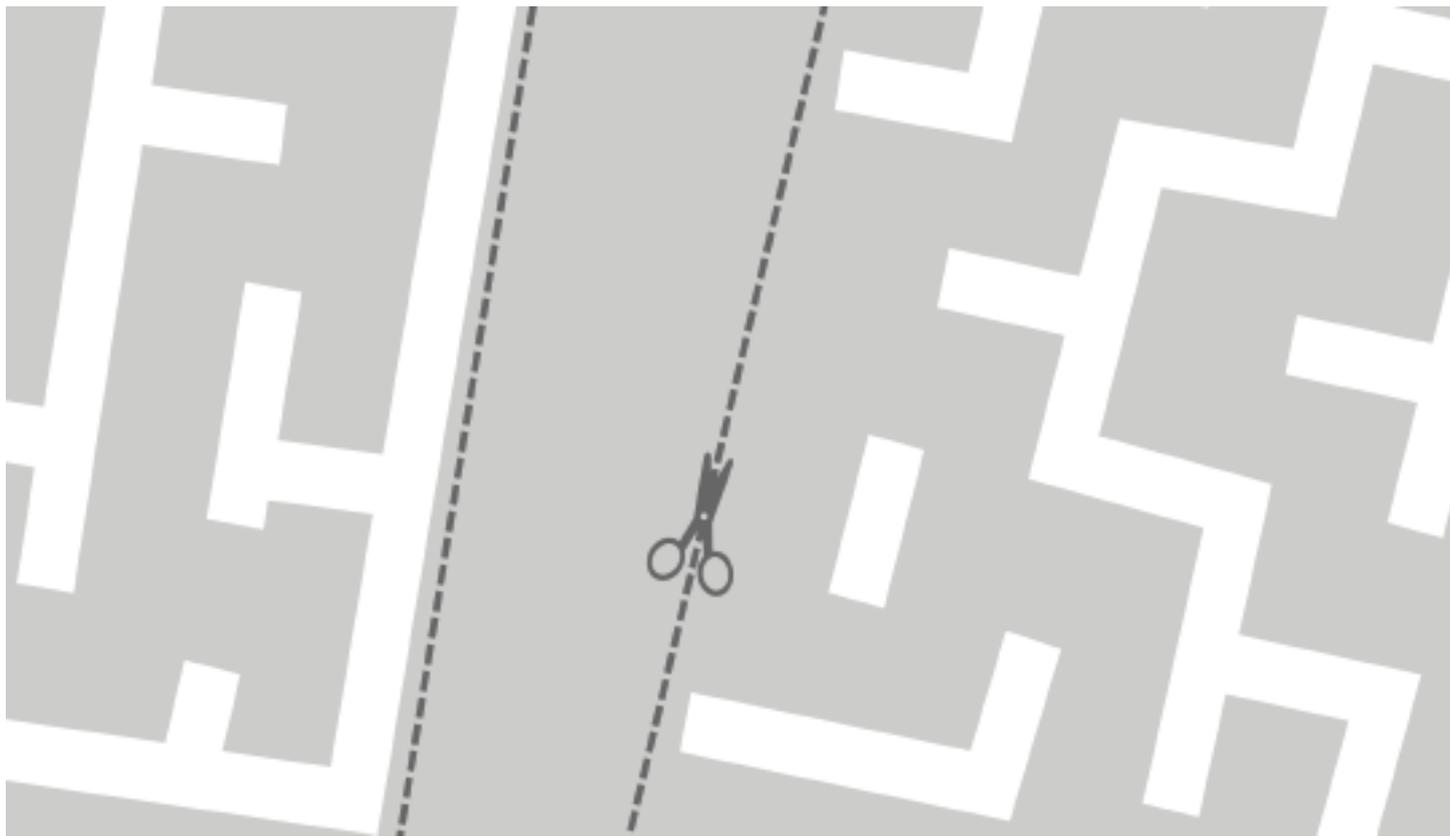
ਕਾਉਂਸਿਲ ਦੇ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ

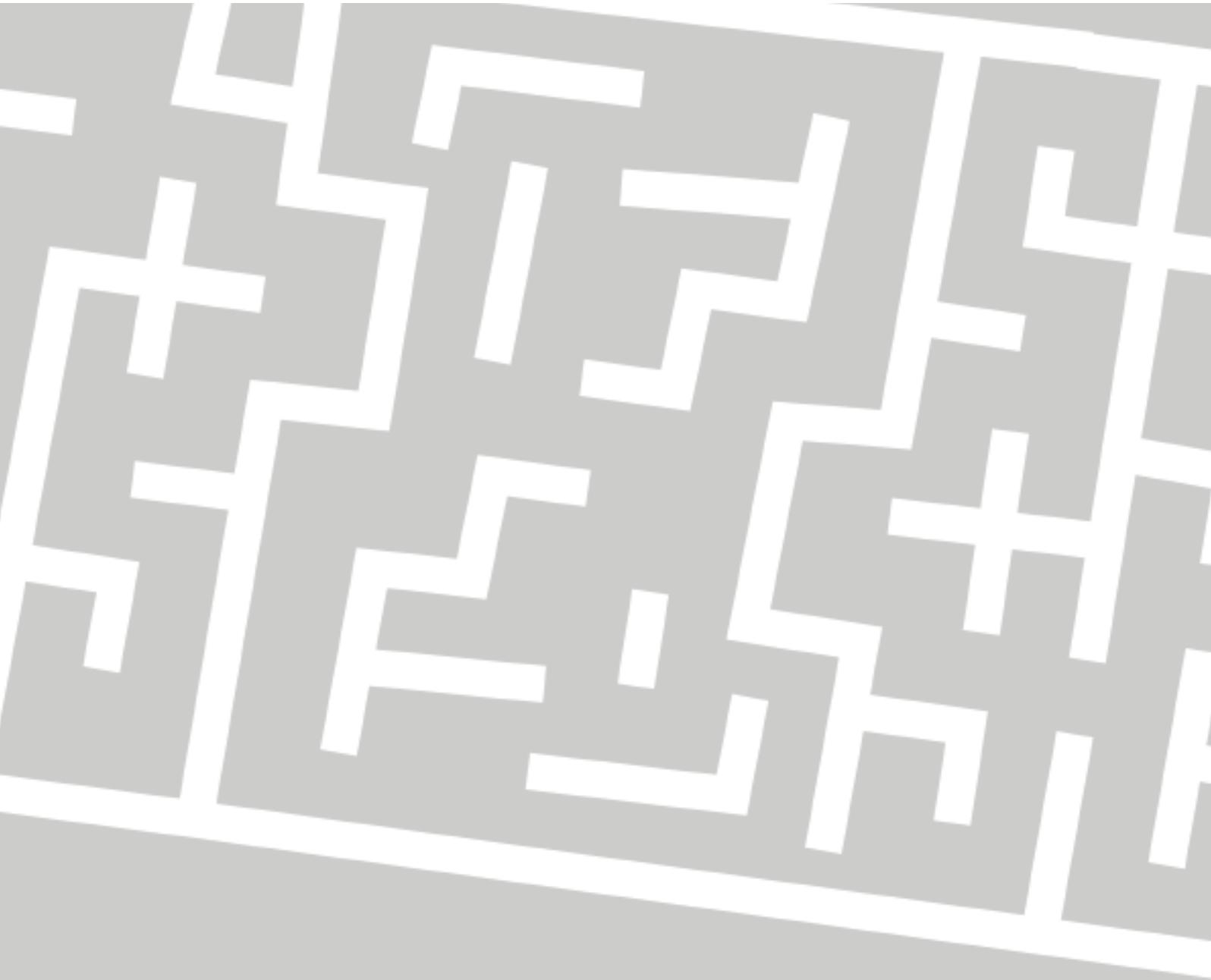
ਅਸੀਂ ਆਸਾਨਤਰ ਪ੍ਰਕਾਸ਼ਨਾਂ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਲਈ ਲਿਖਤ ਅਤੇ ਆਡੀਓ ਟੇਪ ਅਨੁਵਾਦ ਸਹੂਲਤ ਪ੍ਰਦਾਨ ਕਰਦੇ ਹਾਂ। ਕਾਉਂਸਿਲ ਦੇ ਦਸਤਾਵੇਜ਼ ਦਾ ਕਿਸੇ ਵੀ ਵਿਕਲਪਕ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਫੋਨ ਕਰਨ ਲਈ 01509 634560 ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ।

ਨੋ ਰਿਜ਼ੋਲੂਸ਼ਨ ਟੋ ਡਕੂਮੈਂਟ (ਸ਼ਾਰਹ ਵਾਲੀ)

ਕੋਈ ਵੀ ਪ੍ਰਕਾਸ਼ਨਾਂ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਲਈ ਅਸੀਂ ਲਿਖਤ ਅਤੇ ਆਡੀਓ ਟੇਪ ਅਨੁਵਾਦ ਸਹੂਲਤ ਪ੍ਰਦਾਨ ਕਰਦੇ ਹਾਂ। ਕੋਈ ਵੀ ਡਕੂਮੈਂਟ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਲਈ ਅਸੀਂ 01509 634560 ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰਨ।

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