



# **Wicklow Local Authorities Disability Implementation Plan**

**2005-2015**

**Strategic Plan**

**March 2008**



***WICKLOW LOCAL AUTHORITIES – FOCUSING ON  
ACCESSIBILITY FOR ALL IN CO. WICKLOW  
This document is available in a variety of formats on request***

## **PART 1**

### **Introduction**

The vision of Wicklow Local Authorities is one of an inclusive Wicklow society in which people with disabilities have equal rights and opportunities to participate in the social, economic and cultural life of the county. Additionally, Wicklow Local Authorities recognize that the implementation of the Disability Act 2005 will not only make our services and facilities more accessible to people with disabilities but will ensure that Wicklow as a county strives to be universally accessible to everyone.

### **Background**

The Disability Act (2005) is a positive action measure, which provides a statutory basis for making public services accessible. Various sections of the Act place specific obligations on local government to ensure universal access to public spaces, buildings and services (including information provision) owned and operated by local authorities nationally.

Furthermore, the Act places an obligation on local authorities to integrate disability service provision within mainstream services, where this is practical and appropriate.

### **Definition of “Disability” under the Disability Act 2005**

Disability as defined under the Disability Act 2005 in relation to a person, means *“a substantial restriction in the capacity of the person to carry on a profession, business or occupation in the State or to participate in social or cultural life in the State by reason of an enduring physical, sensory, mental health or intellectual impairment.”*

### **Key Requirements of the Disability Act 2005 from a Public Body Perspective**

**Under Section 26 of Part 3 of the Act** – public bodies are required to ensure that their services are accessible for people with disabilities by providing integrated access to mainstream services where practicable and appropriate

**Under Section 27 of Part 3 of the Act** - public bodies are required to ensure that the goods or services that they purchase are accessible, unless it would not be practicable or justifiable on cost grounds or would result in an unreasonable delay

**Under Section 28 of Part 3 of the Act** – communications by a public body to a person with a hearing or visual impairment must, as far as practicable, be provided in an accessible format. Information provided electronically must, as far as practicable, be compatible with adaptive technology. Published information, relevant to persons

with intellectual disabilities must also be, as far as practicable, made available in easy to read formats.

**Additionally, public bodies are required to:**

- Access Audit their buildings/services
- Authorize at least one employee to act in the capacity of “Access Officer”.
- Ensure access to heritage sites, heritage buildings, where practicable and appropriate.
- Establish comprehensive complaints procedures to investigate complaints of non-compliance with the Disability Act

The Disability Act 05 places a specific obligation on public bodies to make public buildings and services accessible to people with disabilities by **2015**.

**Sectoral Plan of the Department of the Environment, Heritage & Local Government**

Following on from the Disability Act of 2005, the Department of the Environment, Heritage & Local Government produced its Disability Sectoral Plan in December 2006. This Plan sets out national objectives and guidelines for access to local authority services and built facilities.

The Department of Environment’s Sectoral Plan specifically requires local authorities to prepare a **ten year** Implementation Plan (2005-2015) demonstrating how they will comply with the above requirements of the Disability Act ’05. Additionally, the Plan must indicate how local authorities will:

- consult directly with people with disabilities
- monitor progress or otherwise in the implementation of each local authorities’ Plan and how each Plan complies with the requirements of the Disability Act ‘5.

**Supporting the Rights of People with Disabilities - Role of Wicklow Local Authorities to date**

Since 2002, there has been a co-ordinated approach by staff, elected members and external disability advocates working together in Co. Wicklow to improve access to local authority facilities and services.

In 2003, a Barcelona<sup>1</sup> Implementation Plan was developed for the county, which was adopted by Wicklow County Council in 2004. This Plan contained a number of projects designed to improve access to Wicklow County Council services by people with disabilities.

---

<sup>1</sup> The Barcelona Declaration was an EU wide initiative focussing on disability, originally adopted by Ireland and other EU member states in Barcelona, Spain. The Project was launched in Ireland in 2001 and ran until the end of 2004. All Local Authorities in Ireland were responsible for implementing this project at a local level

With the advent of National Disability Strategy Funding in 2005, a range of disability focussed initiatives have been undertaken which are detailed in Appendix 1. Funding secured to date by Wicklow Local Authorities under the National Disability Strategy Funding Scheme is as follows:

2005 -	€700,000
2006-	€775,000(included carryover of €338,000 from 2005) (additional allocation of €170,000 received in late 2006)
2007-	€780,000
2008-	€1.2 million sought - decision pending

Examples of the work undertaken to date includes:

- The access auditing of thirty-three buildings/facilities owned/managed by Wicklow Local Authorities – see Appendix 2 for list of buildings audited
- Significant investment in assistive technology
- Installing automated doors on public buildings, improving signage, lowering counter heights, increasing the number of disabled car parking bays etc

Much of the above work was co-ordinated by Wicklow County Council's Barcelona Declaration Committee. This committee consisted of a cross section of staff as well as representatives from the disability sector within the county. The Community, Cultural & Social Development Strategic Policy Committee of Wicklow County Council is the monitoring committee for the allocation of the above funding.

### **Responding to the Disability Act 2005 - Operational Structures**

Responding to the requirements of the above Act, Wicklow Local Authorities has developed new structures and sourced external expertise to assist in the development of it's Disability Implementation Plan.

Two structures now exist, charged with driving forward the disability agenda across all sections:

**Wicklow Local Authorities Disability Implementation Team** – formally established in early 2007, this is an internal committee with membership drawn, at a senior level, from Housing, Roads, Planning, Corporate Services and Community & Enterprise as well as Town Council representation. The role of this group is:

- To produce a Disability Implementation Plan for Wicklow Local Authorities as per national requirements under the Disability Act 2005
- To perform the role of monitoring committee to oversee the implementation of the Disability Act 2005
- To develop strategic responses to disability issues from a local authority perspective
- To provide an umbrella structure for all disability related work within the Local Authority

- To report back to the LGMSB, DoE and the NDA (National Disability Authority) on work undertaken in Wicklow

This group includes members who also sit on the second structure within the organisation, i.e. the Wicklow Access Group.

**Wicklow Access Group** - Wicklow County Council's Barcelona Declaration Committee has been reconstituted and is now the Wicklow Access Group. Membership has been expanded to include increased representation from the disability sector at both a local and national level. The role of this Group, in the context of the Disability Act '05, is:

- to input into, influence and support the development of a Disability Implementation Plan for the county
- to continue to advise Wicklow Local Authorities on specific actions to be undertaken to achieve universal access for all.
- to be the evaluation committee for the allocation of future National Disability Strategy funding allocated to Co. Wicklow.

As previously, all of the above work is monitored by the Community, Cultural & Social Development Strategic Policy Committee of Wicklow County Council.

It is planned to establish a third structure in 2008 – the Wicklow County Development Board Monitoring Committee. As part of its review process in 2005, Wicklow County Development Board identified the need to:

*'Develop an interagency response to ensure that all CDB member organisations meet their obligations under the Disability Act '05'*

The purpose of this committee is:

- to provide a co-ordinated approach within the county to meeting the requirements of the Disability Act 2005 as it applies to the various agencies covered under the six sectoral plans produced by:
- to seek wider support for the establishment, at a county level, of a disability network/forum<sup>2</sup>. Whilst there are currently a number of active disability advocacy groups in Co. Wicklow, greater resources need to be invested in strengthening this sector at a county level. A network/forum of this type would provide an invaluable service as a county-wide consultation forum.

Throughout 2007/08, Wicklow County Council has worked closely with a consultant, approved by the LGMSB to advise and guide the development of Wicklow's Disability Implementation Plan in conjunction with the work of the above structures.

---

<sup>2</sup> it is anticipated that with the advent of an expanded Local Development Social Inclusion Programme for Co. Wicklow under the Cohesion process, that the development of such a network could receive support from a number of sources, on an interagency basis.

## **Access Audits**

In 2006, following a competitive tendering process, Wicklow County Council contracted Healthy Buildings International Ltd to access audit 33 buildings/facilities as detailed in Appendix 2.

Copies of these audits were circulated to all Directors of Service with responsibility for buildings/facilities, as well as to Town Clerks and Area Engineers - a presentation was also made to the elected members of Wicklow County Council on the findings of the audits. Details of progress to date in implementing recommendations of these audits can be found in Part 2 of this Disability Implementation Plan

Regarding the auditing of towns/villages in Co. Wicklow, a competitive tendering process was undertaken in Oct/Nov '07. Seventeen of the largest towns and villages have been selected for auditing as detailed below:

- **Bray**
- **Greystones**
- **Arklow**
- **Wicklow**
- **Blessington**
- **Kilcoole**
- **NTMK**
- **Enniskerry**
- **Rathnew**
- **Baltinglass**
- **Rathdrum**
- **Ashford**
- **Aughrim**
- **Tinahely**
- **Carnew**
- **Dunlavin**
- **Shillelagh**

It is that this access auditing work will commence in March '08.

Key features to be audited in each of the above towns/villages include:

- General Access & Circulation
- Pedestrian Crossing Points
- Controlled Crossovers
- Uncontrolled Crossovers
- Horizontal Circulation
- Vertical Circulation
- Car Parking

The purpose of all of the above auditing work is to assess current access levels within the built and streetscape environment managed by Wicklow Local Authorities and begin planning a phased programme of improvement works. These works will be monitored on an annual basis and will become a core part of the work programmes of the respective Directorates/Sections within Wicklow Local Authorities.

The above work will be complemented by the rollout of a programme of access audit training for staff in 2008. Plans are also underway to train targeted staff to undertake design appraisals of new plans/developments from an access perspective.

## **Consultation**

Consultation has been carried out with all sections of Wicklow Local authorities through the structures identified earlier in this plan. All members of the Wicklow Local Authorities Disability Implementation Team have assumed responsibility for briefing their sections on the development of Wicklow's Disability Implementation Plan as well as facilitating submissions from their section to the implementation plan process.

People with disabilities and their representative organizations are consulted through the Wicklow Access Group, which meets on average every two months. All drafts of this implementation plan were brought to this group for consideration throughout 2007. Updates on the development of this implementation plan are also permanent agenda items at:

- Wicklow County Council's: Workplace Partnership Committee monthly meetings
- Quarterly meetings of Wicklow County Development Board
- SIM meetings (Social Inclusion Measures group – subgroup of Wicklow CDB)

Wicklow County Council is currently in the process of recruiting an Access Officer for the county. It is hoped to have the position filled by March '08 and supporting ongoing, timely and relevant consultation processes associated with the Disability Implementation Plan will be one of the key duties of this position. Regarding consultation processes specifically, the Access Officer will be responsible for:

- Developing appropriate communication strategies re. the implementation of Wicklow's Disability Implementation Plan
- Networking with all relevant stakeholders
- Carrying out media campaigns on successful projects
- Highlighting barriers and challenges to projects experiencing delays
- Monitoring & reviewing Wicklow's Disability Implementation Plan on an annual basis.
- Supporting service users to provide immediate feedback on the success or otherwise of various actions undertaken

## **Prioritisation Methodology**

In relation to prioritisation, the Department's Sectoral Plan states that *"priority will be given to local authority buildings and other facilities to which access is most frequently required.... The plans will set out targets and timeframes for carrying out these works to reflect local priorities."*

Criteria used to assist in prioritising works in Wicklow Local Authorities Implementation Plan include:

- the level of usage of a service/facility/streetscape etc
- the views of representative groups,
- the fit, or coherence, with the plans of other agencies, both statutory and non statutory

- the availability of resources
- the requirement to undertake the works from other legislative perspectives, particularly Health and Safety, but also having regard to:
  - Building Control Act, Building Regulations, Part M,
  - Department of Transport Guidelines
  - Employment Equality Act 1998
  - Equal Status Act 2000
  - Equality Act 2004
  - Education for Persons with Special Educational Needs Act 2004
  - the Comhairle (Amendment) Bill 2004.

# **Wicklow Local Authorities Disability Implementation Plan**

## **STRATEGIC ACTIONS**

**2005-2015**

As referred to previously, the vision of Wicklow Local Authorities is one of an inclusive Wicklow society in which people with disabilities have equal rights and opportunities to participate in the social, economic and cultural life of the county.

As such, Wicklow Local Authorities, as a organisation, commits to:

- Reviewing our services to ascertain how they are currently being accessed by people with disabilities
- Developing a plan to improve accessibility.
- Consulting with people with disabilities on an ongoing basis.
- Telling the public what we plan to do.
- Setting up and supporting advisory groups.
- Auditing our external environments, buildings and services
- Design appraise from an access perspective, our new developments.
- Audit on a regular basis, customer care policies/procedures.
- Providing additional assistance to those who need it.
- Providing training for staff (Disability Awareness & Etiquette)

As recommended in the Department of Environment's 'Guidance Framework of Good Practice in Developing an Implementation Plan in Local Authorities' (June '06), the action plan which follows, is structured according to the headings below and contains a total of twenty-three actions:

- **Corporate Responsibility for Access for All**
- **Built Environment & External Environment Accessibility**
- **Access to Goods And Services**
- **Access to Information**
- **Use Of Information & Communications Technology**
- **Communicating with the Public**
- **Employment Practices**
- **Customer Care And Complaints**
- **Training & Awareness Raising**
- **Interagency Co-Operation**
- **Procurement Policy**
- **Monitoring & Evaluation**



**CORPORATE RESPONSIBILITY FOR ACCESS FOR ALL**

Priority	Action & Sub-Tasks	Timeframe		Budgetary Estimate (Neutral implies no cost)	Lead Department	Linkage With	Detail of progress to date / amendments to action
		Start Date	Completion Date				
1	<p>Put in place a process for meeting requirements of Disability Act '05 including:</p> <ul style="list-style-type: none"> <li>• Establishment of a Senior Mgt. Disability Steering Group to lead development of Implementation Plan 2005 – 2015</li> <li>• Establishment of the Wicklow Access Group, to assist with dev &amp; impl. of Wicklow's Disability Plan</li> <li>• Support the Community, Cultural &amp; Social Development SPC of Wicklow County Council in its consideration of and monitoring of its Disability Plan</li> <li>• Subject to the recommendation of the CCSD SPC, prepare for the adoption of Wicklow Disability Plan in early '08</li> </ul>	Q1 '07	Ongoing	Neutral	Community & Enterprise Directorate	<p>Wicklow Access Group</p> <p>Dept of Env</p> <p>LGMSB</p> <p>NDA</p> <p>National Support Organisations eg DFI</p> <p>Members of WCC</p> <p>Disability sector in Wicklow</p>	<ul style="list-style-type: none"> <li>• Senior Management Disability Steering Group in place since early '07 and meeting quarterly</li> <li>• Wicklow Access Group replaces Wicklow's Barcelona Group - meets every two months – expanded membership since mid '07.</li> <li>• Prepare for final draft of Wicklow's Disability Impl. Plan to be considered at the December '07 meeting of this SPC</li> <li>• Presentation to be made at March '08 meeting of WCC &amp; subject to outcome of this meeting, Plan to be formally adopted</li> </ul>
2	Recruitment of Access Officer for Wicklow Local Authorities	Q1 '08	Q4'10	Circa 70,000 pa to cover	Enterprise & Corporate	Senior Mgt. Disability	Interviews held Jan '08 – position due to be filled March



**BUILT ENVIRONMENT & EXTERNAL ENVIRONMENT ACCESSIBILITY**

Priority	Action & Sub-Tasks	Timeframe		Budgetary Estimate (Neutral implies no cost/ otherwise state if cost implication)	Lead Department	Linkage With	Detail of progress to date / amendments to action
		Start Date	Completion Date				
4	Conduct access audits of all local authority public offices, libraries, leisure centres, playgrounds, tourist / heritage centres	Q1 '06	Q4 '06	Circa €25,000 to conduct audits	Community & Enterprise Directorate	Local Disability Sector	33 Access Audits of built facilities undertaken in 2006 – recommendations currently being implemented – see Part 2 of this Plan
	Review these audits on annual basis – monitor implementation of recommendations	Ongoing	Q4 2015	Circa €500,000 to implement recommendations in Audits			
	Identify any existing buildings/facilities in need of auditing – recycling centres/graveyards and other heritage facilities require auditing	Q 2 '08	Q2 2010	Circa €20,000			
3	Conduct access audits of 17 largest towns and villages in the County (taken from County Development Plan)	Q1 '08	Q3 '08	Circa €50,000 to conduct audits  Circa €4 million to implement recommendations in Audits	Community & Enterprise Directorate	Local Disability Sector	Access auditing work due to last wk of Feb '08

Priority	Action & Sub-Tasks	Timeframe		Budgetary Estimate (Neutral implies no cost/ otherwise state if cost implication)	Lead Department	Linkage With	Detail of progress to date / amendments to action
		Start Date	Completion Date				
	<p>Review these audits on annual basis – monitor implementation of recommendations</p> <p>Identify any existing towns/villages in need of auditing as matter of urgency</p>	<p>Q1 '09</p> <p>Q 4 '08</p>	<p>Q4 2015</p> <p>Q 4 '09</p>	<p>Circa €10,000</p>			
15	Continue existing programmes of access improvements to roads and footpaths in towns and villages	Q 1 '08	Ongoing	Neutral	Roads & Transportation Directorate	Local Disability Sector	Annual Roads Programme to take account of findings of audit work above In addition, Annual Roads Programme to place specific emphasis on footpath improvement works in towns/villages not audited
12	Greater emphasis to be placed on design appraisal from access perspective of all new facilities, such as public parks, playgrounds, open spaces and other public amenities provided by	Q 1 '08	Q 4 '08	€10,000	<p>Planning Directorate</p> <p>Community &amp; Enterprise Directorate</p> <p>Special Projects</p>	Local Disability Sector	Designs of Greystones and Bray Swimming Pools currently being disability proofed

Priority	Action & Sub-Tasks	Timeframe		Budgetary Estimate (Neutral implies no cost/ otherwise state if cost implication)	Lead Department	Linkage With	Detail of progress to date / amendments to action
		Start Date	Completion Date				
	<p>Wicklow Local Authorities. Specific focus on no. of flagship projects to include:</p> <ul style="list-style-type: none"> <li>• Bray Swimming Pool</li> <li>• Greystones Swimming Pool &amp; Community Centre</li> <li>• Greystones Marina Project</li> </ul>				<b>Directorate</b>		
<b>11.</b>	<p>From a Housing perspective, actively promote the three new schemes below to the disability sector in Wicklow:</p> <ul style="list-style-type: none"> <li>• Housing Adaptation Grants</li> <li>• Housing Aid for Older People</li> <li>• Mobility Aids Grants</li> </ul> <p>Monitor implementation of these scheme on an annual basis to ensure those most in need of these supports are</p>	<b>Q4 '07</b>	<b>ongoing</b>	<b>Neutral</b>	<b>Housing Directorate</b>	Local Disability Sector	Wicklow Access Group assisting in disseminating this information to user groups throughout county

Priority	Action & Sub-Tasks	Timeframe		Budgetary Estimate (Neutral implies no cost/ otherwise state if cost implication)	Lead Department	Linkage With	Detail of progress to date / amendments to action
		Start Date	Completion Date				
	accessing them						
17.	Promote an understanding of the importance of lifetime adaptable housing as a standard requirement across all Housing Sections of Wicklow Local Authorities	Q 2 '08	Ongoing	Neutral	Housing Directorate	Dept of Envriion Local Disability Sector	Awaiting arrival of Access Officer to assist with this action from awareness raising perspective
18.	Ensure that on release of updated edition of 'Building for Everyone' (NDA publication), that copies are distributed to relevant technical and maintenance staff throughout Wicklow Local Authorities & relevant training provided to enable staff implement best practice standards in this publication	Q2 '08	Q4 '08	€5,000	Housing Directorate Roads Directorate Planning Directorate	Local Disability Sector	Awaiting reissue of this publication  Awaiting arrival of Access Officer to assist with this action from awareness raising /training perspective

**ACCESS TO INFORMATION**

Priority	Action & Sub-Tasks	Timeframe		Budgetary Estimate (Neutral implies no cost/ otherwise state if cost implication)	Lead Department	Linkage With	Detail of progress to date / amendments to action
		Start Date	Completion Date				
5	<p>Re. this Disability Implementation Plan, develop an Information/Communications Strategy to:</p> <ul style="list-style-type: none"> <li>• Inform staff of Wicklow Local Authorities requirements under this Plan</li> <li>• Inform service users of the contents of this Plan</li> <li>• Inform the wider public re. this Plan, thereby raising awareness re. requirements of Disability Act and how Wicklow Local Authorities is responding</li> </ul>	Q2 '08	Q4 '08	Neutral	Enterprise & Corporate Services	Local Disability Sector	Part of work programme of incoming Access Officer

Priority	Action & Sub-Tasks	Timeframe		Budgetary Estimate (Neutral implies no cost/ otherwise state if cost implication)	Lead Department	Linkage With	Detail of progress to date / amendments to action
		Start Date	Completion Date				
6	<p>In terms of providing accessible information, begin process of:</p> <ul style="list-style-type: none"> <li>• upgrading existing Wicklow Local Authorities information into more accessible formats</li> <li>• set best practice standards for future publications /information provision from accessibility perspective</li> <li>• Aim for requests for documents / information in alternative formats to be met within reasonable timeframe if not immediately available.</li> <li>• Focus on both written &amp; spoken information to be provided in a clear format using 'Plain English'</li> </ul>	Q3 '08	Q4 '10	Circa €20,000	Enterprise & Corporate Services	<p>Local Disability Sector</p> <p>Wicklow Access Group</p> <p>NDA</p>	Part of work programme of incoming Access Officer

Priority	Action & Sub-Tasks	Timeframe		Budgetary Estimate (Neutral implies no cost/ otherwise state if cost implication)	Lead Department	Linkage With	Detail of progress to date / amendments to action
		Start Date	Completion Date				
	<p>principles</p> <ul style="list-style-type: none"> <li>• Continue to improve signage in local authority buildings in line with best practice standards</li> <li>• Ensure accessibility requirements are catered for at public events and seminars hosted by Wicklow Local Authorities</li> </ul>						

**USE OF USE OF ICT (INFORMATION & COMMUNICATIONS TECHNOLOGY)**

Priority	Action & Sub-Tasks	Timeframe		Budgetary Estimate (Neutral implies no cost/ otherwise state if cost implication)	Lead Department	Linkage With	Detail of progress to date / amendments to action
19	<p>Ensure implementation of recommendations of the NDA's updated ICT guidance document released in 2007 as it relates to use of ICT across Wicklow Local Authorities</p> <p>Arising from 2006 audit of Wicklow County Council's website, continue to implement recommendations as they relate to the parent website <a href="http://www.wicklow.ie">www.wicklow.ie</a> as well as the other Town Council websites</p>	Q2 '07	ongoing	€30,000	ICT Section- Wicklow County Council	Local Disability Sector LGCSB	Significant investment to date in range of assistive technology products including mini loops, information kiosks, etc.
20	<p>Monitor usage of range of assistive technology provided to date to ascertain whether needs of service users are being met. Particular focus to be placed on library service where significant investment in assistive technology has taken place to date</p>	Q2 '08	Q1 '09		ICT Section- Wicklow County Council  County Wicklow Library Service	.	Continue to implement national recommendations contained in ' <i>Branching Out.</i> ' report. From an information provision perspective, this includes continuing to invest in assistive technology, regular supply of large print books, tapes, CDs and audio books

**EMPLOYMENT PRACTICES**

Priority	Action & Sub-Tasks	Timeframe		Budgetary Estimate (Neutral implies no cost/ otherwise state if cost implication)	Lead Department	Linkage With	Detail of progress to date / amendments to action
		Start Date	Completion Date				
11	Review suite of equality/diversity policies/procedures currently used by Wicklow Local Authorities to ensure compliance with requirements of Disability Act '05	Q2 '08	Q4'09	Neutral	Enterprise & Corporate Services	Equality Action Team  Workplace Partnership committees in Wicklow and Bray  LGMSB	Part of work programme of incoming Access Officer
13	Promote a positive to disability culture within the recruitment and selection procedures of Wicklow County Council and promote WCC as an employer open to recruiting people with disabilities. This to include: <ul style="list-style-type: none"> <li>• reviewing current job application forms of WCC</li> <li>• increasing no. of</li> </ul>	Q2 '08	Q4 '09	Neutral	Enterprise & Corporate Services	Equality Action Team  Workplace Partnership committees in Wicklow and Bray  LGMSB	Part of work programme of incoming Access Officer

Priority	Action & Sub-Tasks	Timeframe		Budgetary Estimate (Neutral implies no cost/ otherwise state if cost implication)	Lead Department	Linkage With	Detail of progress to date / amendments to action
		Start Date	Completion Date				
	<p>supported employment opportunities available</p> <ul style="list-style-type: none"> <li>• monitoring retention/promotion rates of staff with disabilities across Wicklow Local Authorities</li> <li>• Continue to exceed the 3% employment target compliance as set out in the Disability Act 2005</li> </ul>						

**CUSTOMER CARE AND COMPLAINTS**

Priority	Action & Sub-Tasks	Timeframe		Budgetary Estimate (Neutral implies no cost/ otherwise state if cost implication)	Lead Department	Linkage With	Detail of progress to date / amendments to action
		Start Date	Completion Date				
14	<p>Review Wicklow County Council's Customer Care Action Plan, to ensure it addresses the needs of service users with disabilities accessing the Council's services</p> <p>As part of this process, develop the existing customer complaints procedures in place to take account of Section 39 of the Disability Act '05– nomination of at least one authorised Inquiry Officer to deal with complaints made under the Act</p>	Q4 '08	Q4 '09	Neutral	Enterprise & Corporate Services	<p>Wicklow Access Group</p> <p>Local Disability Sector</p> <p>Workplace Partnership Committees</p> <p>Equality Action Team</p>	Part of work programme of incoming Access Officer

**TRAINING & AWARENESS RAISING**

Priority	Action & Sub-Tasks	Timeframe		Budgetary Estimate (Neutral implies no cost/ otherwise state if cost implication)	Lead Department	Linkage With	Detail of progress to date / amendments to action
		Start Date	Completion Date				
16	<p>Review disability training provided to staff date with view to developing new training programmes linked to specific requirements of the Disability Act '05. Focus on tailoring training to specific jobs that people do as opposed to rolling out generic programmes.</p> <p>Other areas to concentrate on include:</p> <ul style="list-style-type: none"> <li>• Providing access auditing and design appraisal training for technical staff</li> <li>• Ensuring that in the design and delivery of the above training that local disability advocacy groups are invited to input</li> </ul>	Q3 '08	Q4 '12	Circa €60,000	Enterprise & Corporate Services / Training Officer	<p>NDA</p> <p>LGMSB</p> <p>Local Disability Sector</p> <p>Wicklow Access Group</p>	Part of work programme of incoming Access Officer

**INTERAGENCY CO-OPERATION**

Priority	Action & Sub-Tasks	Timeframe		Budgetary Estimate (Neutral implies no cost/ otherwise state if cost implication)	Lead Department	Linkage With	Detail of progress to date / amendments to action
		Start Date	Completion Date				
21	Wicklow CDB to support the establishment of a subgroup to provide a co-ordinated approach within the county to meeting the requirements of the Disability Act 2005 as it applies to the various agencies covered under the six sectoral plans	Q2 '08	Q4 '09	Neutral	Community & Enterprise	CDB member organisations	On March '08 agenda of Wicklow CDB
22	Wicklow CDB to seek wider support for the establishment, at a county level, of a disability network/forum	Q3 '08	Q4 '09	Circa €10,000	Community & Enterprise	CDB member organisations	Part of work programme of incoming Access Officer

**PROCUREMENT POLICY**

Priority	Action & Sub-Tasks	Timeframe		Budgetary Estimate (Neutral implies no cost/ otherwise state if cost implication)	Lead Department	Linkage With	Detail of progress to date / amendments to action
		Start Date	Completion Date				
7	<p>Introduce accessibility objectives into the procurement processes of Wicklow Authorities so that they become valid criteria to be taken into account when:</p> <ul style="list-style-type: none"> <li>defining the technical specifications of a contract &amp;</li> <li>selecting tenders</li> </ul> <p>Also, where possible, use the 'most economically advantageous' approach to the choice of contractor in order to allow a weighted evaluation of accessibility criteria for the award of the contract</p> <p>Ensure relevant goods and services procured for use in local authority buildings are accessible to all</p>	Q2 '08	Q4 '08	Neutral	Head of Finance  All Directorates	LGMSB	Wicklow County Council currently engaging consultants to develop a Procurement Policy for Wicklow Local Authorities – Access Officer to input into this process

**MONITORING & EVALUATION**

Priority	Action & Sub-Tasks	Timeframe		Budgetary Estimate (Neutral implies no cost/ otherwise state if cost implication)	Lead Department	Linkage With	Detail of progress to date / amendments to action
		Start Date	Completion Date				
10	<p>Monitor the implementation of Wicklow's Disability Implementation Plan 2005 – 2015. Specific actions include:</p> <p>Production of Annual progress reports as well as three year reviews</p>	Q1 '08	Ongoing to	Neutral	<p><b>Senior Management Disability Steering Group</b></p> <p><b>Enterprise &amp; Corporate Services Directorate</b></p>	<p>Elected members of Wicklow Local Authorities</p> <p>Wicklow CDB / SIM group</p> <p>Wicklow Access Group</p> <p>Disability Advocacy groups</p>	Part of work programme of incoming Access Officer
8	<p>In terms of the forthcoming review of Wicklow's County Development Plan, ensure that this review incorporates commitments made in this Disability Plan to meet the needs of people with disabilities in Co. Wicklow</p>	Q4 '08	Q4 2010	Neutral	<p><b>Senior Management Disability Steering Group</b></p> <p><b>Planning Directorate</b></p>	<p>Elected Members</p> <p>Wicklow Access Group</p> <p>Disability Advocacy groups</p>	Part of work programme of incoming Access Officer

Priority	Action & Sub-Tasks	Timeframe		Budgetary Estimate (Neutral implies no cost/ otherwise state if cost implication)	Lead Department	Linkage With	Detail of progress to date / amendments to action
		Start Date	Completion Date				
9	<p>From a corporate planning perspective, ensure that progress reports on the implementation of Wicklow's Disability Plan feature in:</p> <ul style="list-style-type: none"> <li>• Both Wicklow County Council's Annual Report and in the Annual Reports of the respective Town Councils</li> <li>• That the annual operational plans of all sections refer to how each section is meeting its requirements under the Disability Act and delivering on commitments contained in this Plan</li> <li>• Ensure that in both the current review process and future review process of PMDS, that all sections take account of their responsibilities under the Disability Act '05 and how this work is mainstreamed within sections</li> </ul>	Q1 '08	ongoing	Neutral	Enterprise & Corporate Services Directorate	Senior Management Disability Steering Group	Part of work programme of incoming Access Officer

**APPENDIX 1 – LIST OF PROJECTS APPROVED FOR FUNDING FROM NATIONAL DISABILITY STRATEGY FUNDING**

<b>Local Authority Section</b>	<b>Details of Projects:</b>
<b>Wicklow Local Authorities</b>	Conducting of Access Audits of 33 public facilities to include municipal buildings as well as sports /recreation/play facilities and the libraries as well as auditing of 17 towns/villages
<b>IT Section</b>	Purchasing of the following IT equipment: 10 Open Access Kiosks Access audit of Wicklow.ie website & subsequent improvements Provision of assistive technology on public counters in targeted Local Authority Offices
<b>Training Office</b>	Provision of disability awareness training to all staff throughout Wicklow Local Authorities
<b>Co. Wicklow Library Service.</b>	For access improvement works arising from the Access Audit of Wicklow County Library Service including accessible, improved signage, installation of mini-loops in six locations to facilitate clients with hearing difficulties, purchase of assistive technology in identified locations
<b>Wicklow Gaol</b>	Develop a ‘virtual tour’ of Wicklow Gaol to facilitate people with disabilities who cannot currently access the Gaol. Funding sought for purchase of audio-visual equipment to provide this ‘virtual tour’
<b>Office of C&amp;E</b>	Inclusive play elements to playgrounds in Kilcoole, Baltinglas, s & Enniskerry – Monastery Grove playground and Blessington
<b>Wicklow TC</b>	Inclusive play element to Ballynerrin playground, Wicklow town arising from Audit
<b>Greystones TC</b>	Accessible public toilet and improved access works to Greystones TC building
<b>Wicklow Gaol</b>	More Access Works
<b>Mermaid Arts Centre</b>	Access works arising from Audit
<b>Tinahely Courthouse Arts Centre</b>	Access works arising from Audit
<b>Wicklow County Council</b>	For works to County Buildings (old part - to include alternations to public counters, installation of automatic doors at back of building) as well as works to new extension of County Buildings – to include improved telecommunications equipment on each landing and installation of ramp to fire exit
<b>Wicklow County Council</b>	For access works to new Clermont Campus, Rathnew
<b>Wicklow County Council</b>	For works to Revenue Public Cash Counter in foyer of County Buildings

<b>Bray Town Council</b>	For playground access works at two locations - Ballywaltrim and the Peoples Park
<b>Wicklow Town Council</b>	For installation of new automatic entrance doors
<b>Arklow Town Council</b>	For playground access works at Seaview Avenue
<b>Blessington Area Office</b>	Footpath improvement measures in Blessington, Donard, Dunlavin, Stratford on Slaney and Hollywood
<b>Wicklow County Council</b>	IT Section for funding towards sourcing and implementation of an automated content management system of the website to ensure continued accessibility for users of <a href="http://www.wicklow.ie">www.wicklow.ie</a>
<b>Wicklow County Council</b>	For improvements to Housing & Corporate Estate Public Counter to make more accessible
<b>Greystones Area Office</b>	Changes to public counter and disabled toilet facilities Provide uncontrolled pedestrian crossing with facilities for the mobility impaired on Bellevue Road, Greystones near Peacehaven Care home. Provide signalised pedestrian crossing in Kilcoole Village with full facilities for both mobility and visually impaired users
<b>Bray Town Council</b>	For following access works: Ramped access from car park to Cliff Walk and extend paved area of Cliff Walk at Bray Head
<b>Wicklow County Council</b>	Access improvement works to pathway at Greystones Sport & Recreation Park
<b>Wicklow County Council</b>	Road's Section - Shillelagh Footbridge
<b>Wicklow County Council</b>	For additional access improvement works arising from the Access Audit of Wicklow Gaol incl installation of a platform lift
<b>Wicklow County Library Service</b>	To undertake series of access works arising from Access Surveys of both Library HQ and 13 branch libraries
<b>Bray Town Council</b>	Dishing of kerb & tactile paving at junction of Florence Rd and Main St Bray
<b>Wicklow County Council</b>	Environment Section – access works to boardwalk located at Baltinglass Public Park
<b>Wicklow County Council</b>	Tinahely Area Office – scheme of accessible footpath improvement works in Shillelagh, Tinahely, Baltinglass & Carnew
<b>Wicklow County Council</b>	Access improvement works to Clermont Campus
<b>Bray Town Council</b>	Funding sought towards range of access improvement works including works to Bray Seafront as well as pedestrian crossing upgrades.
<b>Blessington Area Office</b>	Installation of accessible public toilet
<b>Wicklow Town Council</b>	For access improvement works on 74A Mountain View, Ballyguile - a community resource house leased to the community by Wicklow Town Council

## APPENDIX 2 – LIST OF BUILDINGS/FACILITIES AUDITED IN 2006

**Table 1 – Buildings/Facilities Audited in 2006**

- Arklow Area Office
- Arklow Coral Sports & Leisure Centre
- Arklow Library –
- Arklow Playground -
- Arklow Town Council Building
- Aughrim Library -
- Baltinglass Library
- Blessington Area Office
- Bray Library (Ballywaltrim)
- Bray Library –(Eglinton Rd)
- Bray Mermaid Arts Centre
- Bray Playground
- Bray Tourist Office / Heritage Centre
- Bray Town Council (TC) Building
- Carnew Library
- Dunlavin Library
- Enniskerry Library
- Greystones Library -
- Greystones ‘Charlesland Sport & Recreation Park’
- Greystones Playground - (beside Council Offices)
- Greystones Playground - (in Charlesland complex)
- Greystones Town Council Building
- Kilmacanogue Playground
- Rathdrum Library
- Tinahely Area Office
- Tinahely Courthouse
- Tinahely Library -
- Wicklow town ‘County Buildings’
- Wicklow town ‘Gaol’
- Wicklow town Coral Leisure Centre
- Wicklow Town Council Building
- Wicklow town Library
- Wicklow Town Playground - Ballynerrin,

**Wicklow Local Authorities Disability Implementation Plan**

**2005-2015**

**Part 2**

**Recommendations Arising from Audits of Local Authority Buildings/Sites in 2006**

**Recommendations Arising from Access Audits of Towns Villages to be included on completion (audits due to be finished by end of April'08)**

**March '08**

***WICKLOW LOCAL AUTHORITIES – FOCUSING ON  
ACCESSIBILITY FOR ALL***

*This document is available in a variety of formats on request*



## PUBLIC OFFICES

LOCATION	PRINCIPAL RECOMMENDATIONS OF 2006 ACCESS AUDITS	WORKS UNDERTAKEN SINCE '06	TIMESCALE & RESPONSIBILITY
<b>County Buildings Wicklow</b>	<p>Generally the building provides a satisfactory level of access. There are however a number of areas for improvement including:</p> <ul style="list-style-type: none"> <li>• There is currently insufficient accessible car parking.</li> <li>• Whilst the main entrance provides a good level of access the rear entrance consists of narrow and heavy doors preventing unassisted wheelchair access.</li> <li>• Similarly the council chamber is accessed via 2 narrow and heavy doors</li> <li>• None of the public reception points provide a low counter for wheelchair access and there are no hearing induction loop systems installed to assist people with hearing impairments.</li> <li>• The main stair nosings display poor contrast against the steps representing a fall hazard and the public stairs only provides a single handrail.</li> <li>• The public accessible WC offers limited space to manoeuvre. The problem is exacerbated by the inward opening door.</li> </ul>	<p>Approx €100,00 invested in County Buildings to date on following:</p> <ul style="list-style-type: none"> <li>• Additional 3 accessible parking bays provided</li> <li>• Rear doors replaced with automated doors</li> <li>• Induction loops installed on all public counters</li> <li>• Also, installation of Public Information Terminal in foyer</li> <li>• Improvements made to main stairs as well as addition of handrails on both sides</li> </ul> <p>Also, evacuation improvements made to County Buildings incl. telecommunication equipment on each landing and installation of ramp to fire exit at rear of building</p>	<p>Building accessible</p>

LOCATION	PRINCIPAL RECOMMENDATIONS OF 2006 ACCESS AUDITS	WORKS UNDERTAKEN SINCE '06	TIMESCALE & RESPONSIBILITY
<b>Arklow Town Council Building</b>	<ul style="list-style-type: none"> <li>• The building lacks a lift system and therefore provides unsatisfactory public access to the First Floor. The installation of an external lift system should be considered.</li> <li>• The external steps lack handrails, contrasting nosings and tactile warnings on the top and bottom landings.</li> <li>• The handrail on the entrance ramp does not extend the full length of the gradient and contains a lateral fall off point at the bottom.</li> <li>• There is no accessible WC provided. The unisex WC within the entrance foyer could be modified for wheelchair use.</li> </ul>	<p>Limited improvements made as there are plans to relocate Arklow Town Council in the future.</p> <ul style="list-style-type: none"> <li>• Induction loops have been installed on public counters</li> <li>• Installation of public information kiosk in foyer</li> </ul>	<p>Whatever building Arklow Town Council occupies, requirement that it be fully accessible by 2015</p> <p>Town Manager Town Clerk Members of Arklow Town Council Wicklow County Council as parent organisation</p>
<b>Bray Town Council Building (Civic Offices)</b>	<p>Overall the building provides a good level of access. There are however a number of areas in which access could be improved further. These include:</p> <ul style="list-style-type: none"> <li>• The external steps do not display any nosings representing a trip/fall hazard. A number of the steps do not display tactile warnings to warn people with visual impairments of the change in level. The remaining steps display the wrong tactile warnings (blister paving associated with road dropped kerbs).</li> <li>• The main entrance contains a semi automatic door - consideration should be given to installing a fully automated door</li> <li>• The Ground Floor reception points and meeting rooms do not provide any sort of induction loop system to assist people with hearing impairments.</li> </ul>	<p>Improvements made include:</p> <ul style="list-style-type: none"> <li>• Induction loops have been installed on public counters</li> </ul>	<p>Building Accessible</p>

LOCATION	PRINCIPAL RECOMMENDATIONS OF 2006 ACCESS AUDITS	WORKS UNDERTAKEN SINCE '06	TIMESCALE & RESPONSIBILITY
<b>Greystones Town Council</b>	<p>Access was found to be good with the following access issues identified at the time of the audit:</p> <ul style="list-style-type: none"> <li>• The entrance doors provide a single leaf clearance that falls below the minimum required by the technical standard. Although the threshold is level and flush, this may not allow easy access by people using wheelchairs or those using walking aids.</li> <li>• In addition the entrance doors are heavy to open which may impede access by people with physical and strength grip impairments.</li> <li>• The accessible WC provides very restrictive dimensions, which may not allow for easy access and use by wheelchair users. This has led to the hand wash basin being located far from the WC. Modify the WC door so that it is outward opening to maximise available space. The WC is not accompanied by appropriate handrails to assist use due to its configuration. The open sides present a fall hazard. In addition, the sink is not accompanied by handrails and is located at a height, which may not be easily accessed by wheelchair users. Install an additional drop down rail on the open side of the WC. Reposition the sink to 700mm from the floor. Install vertical grab rails to either side of the sink to assist in its use.</li> </ul>	<p>Improvements made include:</p> <ul style="list-style-type: none"> <li>• Induction loops have been installed on public counters</li> <li>• Improvements made to entrance to building</li> <li>• Improvements made to toilet facilities</li> </ul>	<p>Building Accessible</p>

LOCATION	PRINCIPAL RECOMMENDATIONS OF 2006 ACCESS AUDITS	WORKS UNDERTAKEN SINCE '06	TIMESCALE & RESPONSIBILITY
<b>Wicklow Town Council</b>	<ul style="list-style-type: none"> <li>• The entrance comprises inner and outer access door leafs. The outer doors have one leaf held open by a latch for easy access. However, this provides a minimal clearance, which falls short of requirements to allow for easy access.</li> <li>• The reception desk counter is positioned at height and may not allow for easy access by wheelchair users or people of limited stature. It is advised that the reception desk</li> <li>• The main stair is the only means of vertical circulation within the building, preventing easy access to the upper floors and Council Chamber by disabled personnel and members of the public. At a future refurbishment the installation of a lift system should be considered to improve access to the upper floors.</li> <li>• The main stair provides a restrictive width due to physical building constraints. Nosings on the stair are clear to see on the risers, however, on the treads they give little tonal contrast to the laminate material used. This presents a fall hazard to people descending the flight, particularly those with visual impairments. It is recommended that the nosings are replaced with tonally contrasting alternatives.</li> <li>• The property provides Gents and Ladies WCs on the Ground Floor and one on the upper level. There is no accessible provision available. A cubicle in each of the Gents and Ladies WCs should be modified to provide facilities for people with ambulant disabilities. Alternatively, create an accessible WC in a Ground Floor location.</li> </ul>	<p>Some improvements made as there are plans to relocate Wicklow Town Council in the future.</p> <p>Improvements made include:</p> <ul style="list-style-type: none"> <li>• Induction loops have been installed on public counters</li> <li>• Improvements made to entrance to building including installation of automated doors</li> <li>• Installation of public information kiosk</li> </ul>	<p>Whatever building Wicklow Town Council occupies, requirement that it be fully accessible by 2015</p> <p>Town Manager Town Clerk Members of Wicklow Town Council Wicklow County Council as parent organisation</p>

LOCATION	PRINCIPAL RECOMMENDATIONS OF 2006 ACCESS AUDITS	WORKS UNDERTAKEN SINCE '06	TIMESCALE & RESPONSIBILITY
<b>Arklow Area Office</b>	<ul style="list-style-type: none"> <li>• The side accessible entrance door does not provide any vision panels and presents an impact hazard. Display clear signage to accompany the doorbell.</li> <li>• The First Floor is accessed by the stairs only, which may create problems for disabled personnel wishing to access this area. It is recommended that a Ground Floor location be used for meetings with disabled members of the public.</li> </ul>		<p>Any outstanding works to be completed by 2015</p> <p>Area Engineer Wicklow County Council as parent organisation</p>
<b>Blessington Area Office</b>	<ul style="list-style-type: none"> <li>• The entrance comprises inner and outer manually operated double doors leading into the reception area. The doors provide an adequate clearance, however are very heavy to open and may cause access issues for people with disabilities.</li> <li>• The stairs leading to the First Floor offices and meeting room provide open risers, which may present a trip hazard and present negotiation problems for people with visually impairments.</li> <li>• The Social Welfare Office provides a lower counter height for easy access by all users. However, the Motor Tax desk and Area Office desk provide counters at height, which may not allow for easy access by wheelchair users</li> </ul>		<p>Any outstanding works to be completed by 2015</p> <p>Area Engineer Wicklow County Council as parent organisation</p>
<b>Tinahely Area Office</b>	<ul style="list-style-type: none"> <li>• The entrance is preceded by 2 steps preventing wheelchair access. It is recommended that the entrance be modified or an alternative access point found.</li> <li>• There is insufficient external information signage displayed.</li> <li>• All doors are fitted with door-knobs which people with dexterity impairments have difficulty in using. It is recommended that they be replaced with door handles.</li> <li>• There is no accessible WC provision. The existing WCs are too narrow for wheelchair access however they could be modified for use by people with ambulant disabilities.</li> </ul>		<p>Any outstanding works to be completed by 2015</p> <p>Area Engineer Wicklow County Council as parent organisation</p>

LOCATION	PRINCIPAL RECOMMENDATIONS OF 2006 ACCESS AUDITS	WORKS UNDERTAKEN SINCE '06	TIMESCALE & RESPONSIBILITY
<b>Arklow Coral Sports &amp; Leisure Centre</b> <b>(building owned by WCC – leased to leisure management company)</b>	<p>Access was found to be good with the following principal access issues identified at the time of the audit:</p> <ul style="list-style-type: none"> <li>• The ramps leading to the entrances and leading to the gym provide an excessive gradient and may be difficult to negotiate by wheelchair users. In addition, they are not all enclosed by handrails.</li> <li>• The external steps do not display nosings and may present a trip and fall hazard to users. In addition, they do not all provide handrails to assist negotiation</li> <li>• The sports hall building and swimming pool building both provide doors, which do not provide a sufficient clearance to allow for easy negotiation by wheelchair users and people with physical disabilities. In addition, the doors are heavy to operate which may not allow for easy negotiation by people with strength grip impairments. Consideration should be given to installing automatically opening doors.</li> </ul>		<p>Any outstanding works to be completed by 2015</p> <p>Leisure Management Company  Wicklow County Council as parent organisation</p>
<b>Wicklow Coral Sports &amp; Leisure Centre</b> <b>(building owned by WCC – leased to leisure management company)</b>	<p>Access was found to be fair with the following principal access issues identified at the time of the audit:</p> <ul style="list-style-type: none"> <li>• The entrance comprises inner and outer sets of double, manually opened leafs. They provide an adequate single leaf clearance, being visible and allowing those on either side to see one another and be seen. However, the doors are heavy to open, which may not allow for easy access by people with physical and ambulant disabilities.</li> </ul>		<p>Any outstanding works to be completed by 2015</p> <p>Leisure Management Company  Wicklow County Council as parent organisation</p>

	<ul style="list-style-type: none"><li>• Doors of the same configuration lead into the pool-viewing gallery. Modify the doors by installing an automatic door opening mechanism for the inner and outer entrance leafs and the pool viewing gallery doors.</li><li>• The barrier system was not in operation at the time of the audit. A gate is provided to the side with a clearance of 800mm, for access by wheelchair users, however, its approach was noted to be restricted due to the dispensing water vending machine. This also obstructs the route to the gym. This gate was noted to be light to open, however, it opens towards people accessing the pool, further minimizing the existing restricted space.</li><li>• The viewing gallery located within the pool area does not provide any space for wheelchair users to view from.</li><li>• The property currently does not provide any accessible change or shower facilities to accompany the change areas for the dedicated facilities. Accessible facilities should be provided wherever able-bodied facilities are available. As the property provides separate change and shower facilities for the pool and gym for Gents and Ladies, it is recommended that additional accessible facilities be created within these areas. For each facility a separate accessible change and shower cubicle may best be created.</li></ul>		
--	---	--	--

LOCATION	PRINCIPAL RECOMMENDATIONS OF 2006 ACCESS AUDITS	WORKS UNDERTAKEN SINCE '06	TIMESCALE & RESPONSIBILITY
<p><b>‘Charlesland Sport &amp; Recreation Park’ (Greystones)</b></p>	<p>Access was found to be good. The following access issues were identified at the time of the audit:</p> <ul style="list-style-type: none"> <li>• The changing block entrances comprise double leafs and double up as emergency exit doors, which push open from the inside using horizontal bars. A limited single leaf clearance is provided which may not allow for easy access and the door leafs are heavy to open. There are no vision panels in the doors, presenting an impact hazard. The pull bar handles must be operated at the same time as the turn handle which may not allow for easy use by people with physical and strength grip impairments.</li> <li>• The office area entrance comprises two single doors with a central vertical frame piece. The doors provide a limited clearance and are very heavy to open.</li> <li>• The football pitch gates provide an adequate clearance to allow for easy access by all users. The five-a-side football pitches have boards on the side walls up to a height of 1,230mm. This will prevent viewing by children, wheelchair users etc. Similarly the football pitches all provide an Astroturf ground surface which may not allow for easy negotiation for wheelchair football. It is recommended that one pitch be modified accordingly.</li> <li>• The changing block provides just two accessible WCs and shower cubicles, which may not allow for easy use by groups of people with disabilities. It is recommended that ambulant amendments are made within the Gents and Ladies WCs and showers to provide grab rails and a drop down seat. Accessible facilities should be clearly signed.</li> <li>• At the time of the audit there was no signage displayed throughout the site. It is recommended that clear signage indicating the facilities available is displayed for easy way finding.</li> </ul>	<p>Improvements undertaken to date include:</p> <ul style="list-style-type: none"> <li>• Improved signage</li> <li>• Improvements made to access routes in the park</li> </ul>	<p>Facility is accessible</p> <p>Management Company</p> <p>Wicklow County Council as parent organisation</p>

LOCATION	PRINCIPAL RECOMMENDATIONS OF 2006 ACCESS AUDITS	WORKS UNDERTAKEN SINCE '06	TIMESCALE & RESPONSIBILITY
<b>Bray Mermaid Arts Centre</b>	<p>The building generally provides a good level of access. A number of areas for improvement were identified including:</p> <ul style="list-style-type: none"> <li>• The gallery stair contains open risers on the top flight representing a trip/fall hazard to people with ambulant disabilities and visual impairments.</li> <li>• The platform lift was obstructed/hidden away by cafe tables. At the time of the audit it was not working.</li> <li>• The accessible WCs are not fully compliant with Part M. In addition the narrow width of the compartments restricts movement/wheelchair transfer. The problem is exacerbated by the inward opening doors.</li> </ul>	<p>Work undertaken includes:</p> <ul style="list-style-type: none"> <li>• Improvements to main entrance of facility</li> <li>• Improvements to toilets including new door handles and fittings and other alterations to make toilets more accessible</li> </ul>	<p>Building accessible</p>

LOCATION	PRINCIPAL RECOMMENDATIONS OF 2006 ACCESS AUDITS	WORKS UNDERTAKEN SINCE '06	TIMESCALE & RESPONSIBILITY
<b>Tinahely Courthouse Arts Centre</b>	<p>Due to the nature and age of construction of this building there are a number of access issues:</p> <ul style="list-style-type: none"> <li>• The entrance door provides an inadequate single leaf clearance with the handle positioned at a height, which may not be accessible to wheelchair users. Also the door does not contain any vision panels and has an excessive opening pressure making access difficult for disabled users.</li> <li>• There is a small step up to the entrance, which has no nosings, presenting a trip hazard.</li> <li>• Public facilities are available on the First Floor of the courthouse; however, this area is not accessible to wheelchair users. Investigate means of providing access to the First Floor area for wheelchair users. Alternatively, the same public facilities should be made available from a Ground Floor location.</li> <li>• The stair does not provide nosings presenting a fall hazard. It is recommended that they be installed on the flights.</li> <li>• The Ground Floor accessible WC does not provide grab rails and the hand wash basin is out of reach from the WC. It is recommended that it is modified to provide the layout detailed in the Technical Standard.</li> </ul>		<p>Requirement that this facility is accessible by 2015</p> <p>Management of facility</p> <p>Wicklow County Council as parent organisation</p>
<b>Bray Tourist Office / Heritage Centre</b>	<p>Due to the nature and age of construction of this building there are a number of access issues. Overall the building provides an unsatisfactory level of access. A number of issues were identified including:</p> <ul style="list-style-type: none"> <li>• There is no clear and safe route onto the external concourse for people with disabilities and impairments. The concourse also contains a number of impact hazards for people with visual impairments.</li> <li>• The entrance is preceded by steps preventing unassisted wheelchair access. It is recommended that a ramp be installed.</li> <li>• Both the main and rear stairs do not display contrasting nosings representing a trip/fall hazard.</li> </ul>		<p>Requirement that this facility is accessible by 2015</p> <p>Town Manager</p> <p>Wicklow County Council as parent organisation</p>

LOCATION	PRINCIPAL RECOMMENDATIONS OF 2006 ACCESS AUDITS	WORKS UNDERTAKEN SINCE '06	TIMESCALE & RESPONSIBILITY
<b>Wicklow's Historic Gaol</b>	<p>Due to the nature and age of construction of this building there are a number of access issues:</p> <ul style="list-style-type: none"> <li>• The main issue concerns the lack of wheelchair access to the cell areas on the Ground, Lower Ground and all of the upper floor levels. There are plans to create an access point into the Lower Ground level utilising the rear entrance. This will require modification of the entrance door and inner ramp. Access to the cells is still limited and could be overcome by removing a door and widening the entrance to at least one cell.</li> <li>• Consideration should also be given to installing a lift system. If installed within a cell this could provide access to all of the floor levels.</li> <li>• The accessible WC on the Ground floor does not comply with Part M specification and access is limited by the inward opening outer door.</li> <li>• All of the public stairs do not display contrasting nosings representing a trip/fall hazard especially for people with visual impairments.</li> </ul>	<p>Improvements made to date include:</p> <p>Development of a 'virtual tour' of Wicklow Gaol to facilitate people with disabilities who cannot currently access the Gaol. Included purchasing of audio-visual equipment to provide this 'virtual tour'</p> <p>Access improvement works undertaken to rear entrance</p> <p>Plans underway to install external lift – subject to planning permission</p>	<p>Management of Gaol</p> <p>Wicklow County Council as parent organisation</p>

LOCATION	PRINCIPAL RECOMMENDATIONS OF 2006 ACCESS AUDITS	WORKS UNDERTAKEN SINCE '06	TIMESCALE & RESPONSIBILITY
<b>Arklow Library</b>	<p>Due to the nature and age of construction of this building there are a number of access issues A number of areas for improvement were identified including:</p> <ul style="list-style-type: none"> <li>• The external steps leading to the entrance do not display contrasting nosings nor are any handrails provided.</li> <li>• The main entrance doors require a high level of force to open and do not contain any vision panels.</li> <li>• There is no accessible WC provision.</li> </ul>	It is hoped to move this library to a more suitable building – in the meantime, limited access improvement works were undertaken in '07	County Librarian  Wicklow County Council as parent organisation
<b>Aughrim Library -</b>	<ul style="list-style-type: none"> <li>• The ramp access to the external pathway is too steep and is in poor condition.</li> <li>• The external steps and entrance threshold do not display contrasting step nosings and only provides one handrail representing a fall/trip hazard, especially for people with</li> <li>• visual impairments.</li> <li>• The inner entrance door does not provide a sufficient leading edge, which may inhibit access for people with physical and mobility impairments. The door also requires a high level of force to open.</li> </ul>	Access improvement works were undertaken in '07	County Librarian Wicklow County Council as parent organisation
<b>Bray Library (Ballywaltrim)</b>	<ul style="list-style-type: none"> <li>• The entrance approach is positioned at an incline. There is no top level landing for wheelchair users and others with ambulant disabilities to stop and negotiate the door.</li> <li>• It is recommended that the outer doors be held open during opening hours thereby creating a level landing within the inner lobby.</li> <li>• The accessible WC is not fully compliance with Part M specification.</li> <li>• There is no emergency evacuation strategy in place for disabled visitors from the nearby Special School.</li> </ul>	Access improvement works were undertaken in '07	County Librarian Wicklow County Council as parent organisation
<b>Bray Library</b>	<ul style="list-style-type: none"> <li>• The entrance step dimensions do not comply with Part M in terms of tread depth. There are no contrasting nosings displayed and only</li> </ul>	Access improvement works were undertaken in	County Librarian

<p>– <b>(Eglinton Rd)</b></p>	<p>one handrail provided.</p> <ul style="list-style-type: none"> <li>• The external ramp is uneven in places representing a trip hazard and does not provide any handrails.</li> <li>• There is no accessible WC provision.</li> <li>• There are no emergency evacuation strategies in place for disabled visitors.</li> </ul>	<p>'07</p>	<p>Wicklow County Council as parent organisation</p>
<p><b>Baltinglass Library</b></p>	<p>Due to the nature and age of construction of this building there are a number of access issues:</p> <ul style="list-style-type: none"> <li>• The inner entrance door provides an adequate clearance, but has a high opening pressure and provides a self-closing device. This may inhibit access to people with limited upper body strength.</li> <li>• There is an accessible WC located on the First Floor of the library. The length of the cubicle falls slightly short of the Part M requirements. The WC does not provide vertical grab rail on either side of the WC. The sink and the hand drying facilities are positioned too far from the WC to allow for washing and drying hands from a seated position. The small turn style lock may be difficult for people with physical impairments to grip. There is no low-level coat hook. There is a small inaccessible hand held mirror positioned on top of the toilet. There are no sanitary provisions. There is no emergency alarm available.</li> <li>• The library frequently receives disabled visitors from the nearby hospital. There is no emergency evacuation procedure in place. As the property provides a lift system this may entail purchasing an Evac chair. Such plans should be practiced routinely and amended as necessary.</li> </ul>	<p>Access improvement works were undertaken in '07</p>	<p>County Librarian Wicklow County Council as parent organisation</p>

LOCATION	PRINCIPAL RECOMMENDATIONS OF 2006 ACCESS AUDITS	WORKS UNDERTAKEN SINCE '06	TIMESCALE & RESPONSIBILITY
<b>Carnew Library</b>	<ul style="list-style-type: none"> <li>• A slight gradient is present providing access to the front entrance of the building. This covers a long distance and may present access problems for wheelchair users and people with physical disabilities.</li> <li>• The dimensions of the steps are adequate. However, there are no handrails to assist people negotiating the steps. There are no nosings, which may present a trip hazard.</li> <li>• The main entrance door provides an adequate clear opening width for accessible use. However, there are no vision panels installed, which may present an impact hazard.</li> <li>• The inner entrance door provides an adequate clear opening width for accessible use. However, the handle is positioned at a height, there is a limited leading edge, there are no vision panels and the door is heavy to open.</li> </ul>	Access improvement works were undertaken in '07	County Librarian  Wicklow County Council as parent organisation
<b>Dunlavin Library</b>	<p>Due to the nature and age of construction of this building there are a number of access issues. Access was found to be fair with the following principal access issues identified at the time of the audit:</p> <ul style="list-style-type: none"> <li>• The approach to the library entrance contains cobbled stones. It is understood that the property is listed and therefore this cannot be altered</li> <li>• Dropped kerbing has been created as close as possible to the entrance to allow for wheelchair access. However, the road passing by is a major road and people may step out directly onto the path of oncoming traffic. Install blister tactile paving to accompany the</li> </ul>	Access improvement works were undertaken in '07	County Librarian  Wicklow County Council as parent organisation

	<p>dropped kerbing.</p> <ul style="list-style-type: none"> <li>• The external entrance is a step up from the external approach. This is the only means of accessing the building and may not be easily accessed by wheelchair users. As the property is listed, ensure that a portable ramp which can be used at the entrance. Install a doorbell at low level for assistance to be provided.</li> <li>• The property provides one WC off the entrance lobby. There are no accessible facilities available. This WC provides sizable dimensions. It is recommended that the WC facility be modified to allow for accessible use by wheelchair users following the Technical Standard.</li> </ul>		
<b>Enniskerry Library</b>	<ul style="list-style-type: none"> <li>• The disused steps do not comply with Part M specification. If they are recommissioned then extensive work is required.</li> <li>• The approach route incline lacks handrails.</li> <li>• The incline outside the entrance does not provide a top landing for disabled persons to stop and negotiate the entrance door.</li> </ul>	Access improvement works were undertaken in '07	County Librarian Wicklow County Council as parent organisation
<b>Greystones Library</b>	<ul style="list-style-type: none"> <li>• The entrance doors provide a minimal clearance, which may not allow for easy access by wheelchair users. The doors are also heavy to open. In addition the inner entrance lobby walls and doors display numerous leaflets advertising local events. However, these are displayed on the vision panels of the doors, which present an impact hazard to users, particularly this with visual impairments.</li> <li>• The reception desk provides a single counter at height, which may not allow for easy negotiation by wheelchair users or people of a limited stature.</li> </ul>	Access improvement works were undertaken in '07	County Librarian Wicklow County Council as parent organisation

	<ul style="list-style-type: none"> <li>• The accessible WC provides very limited dimensions and it is therefore recommended that the door be re-hung so that it is outward opening to maximise available space.</li> <li>• The sink is some distance from the WC and may not be easily reached from the seated position. A lever tap is installed, however, it is broken – this should be replaced with a more easily operated alternative located on the same side. In addition there are numerous fixtures and fittings missing from the WC including a pull cord operated alarm system.</li> </ul>		
<b>Rathdrum Library</b>	<p>The following main access issues were identified at the time of the audit:</p> <ul style="list-style-type: none"> <li>• The front entrance door does not meet the Technical Standard in terms of clear opening width and may not be easily accessed by wheelchair users. In addition the door does not contain any vision panels, which may present an impact hazard, particularly to people with hearing impairments. The threshold contains a small lip that may not be easily negotiated by wheelchair users, presenting a trip hazard to other personnel.</li> <li>• The WC is accessed by staff and members of the public upon request. It is recommended that accessible modifications are made to the WC to allow for use by a range of people</li> </ul>	Access improvement works were undertaken in '07	County Librarian  Wicklow County Council as parent organisation
<b>Tinahely Library</b>	<ul style="list-style-type: none"> <li>• The main entrance doors do not provide an adequate clearance for accessible use, which may hinder access by people with physical disabilities. In addition, the door handles are located at height and may not be reached by wheelchair users. The door also contains no vision panels, which presents an impact hazard. This has an excessive opening pressure, which may be difficult to operate by people with strength grip impairments.</li> </ul>	Access improvement works were undertaken in '07	County Librarian  Wicklow County Council as parent organisation

	<ul style="list-style-type: none"> <li>The inner library door provides an adequate clearance and handle height for accessible use. However, the door does not provide vision panels, which presents an impact hazard. It also has a limited leading edge.</li> </ul>		
<b>Wicklow Town Library</b>	<ul style="list-style-type: none"> <li>The length, width and gradient of the ramp are all sufficient to allow for easy access and meet requirements of the Technical Standard. However, no handrails are present to assist people with physical impairments to negotiate the ramp. Install a handrail on both sides of the ramp.</li> <li>The external entrance steps provide adequate dimensions, with appropriate room available at the top and bottom landings for easy negotiation. However, the steps do not display nosings or tactile warnings. In addition, the steps are accompanied by a handrail on one side only, which may not provide sufficient support to people with a side use preference. The existing handrail is positioned at height and may not be readily used.</li> <li>The property provides a WC, which is principally used by staff, however members of the public can use the facility upon request. As there are no accessible facilities available it is recommended that the WC be modified for accessible use.</li> </ul>	Access improvement works were undertaken in '07	County Librarian Wicklow County Council as parent organisation

## PLAYGROUNDS

LOCATION	PRINCIPAL RECOMMENDATIONS OF 2006 ACCESS AUDITS	WORKS UNDERTAKEN SINCE '06	TIMESCALE & RESPONSIBILITY
<b>Arklow Playground</b>	<ul style="list-style-type: none"> <li>The two entrances are not easily identified. This can be rectified by displaying appropriate direction/information signage.</li> <li>There is no access footpath leading to any of the benches.</li> </ul>		Arklow Town Council
<b>Bray Playground (Sidmonton Park)</b>	<ul style="list-style-type: none"> <li>There is no footpath leading to the children's play area. People must use the grass, which represents a trip hazard to people with ambulant disabilities and visual impairments as well as preventing wheelchair access.</li> <li>The footpath inside the entrance gate contains an incline but does not provide any handrails.</li> <li>None of the benches within the park provide armrests to assist with transfer.</li> </ul>		Bray Town Council
<b>Greystones Playground - (beside Council Offices)</b>	<ul style="list-style-type: none"> <li>Throughout the external and internal areas of the playground there is uneven paving, presenting a trip hazard to all users. Repair the paving to provide a level and flush surface.</li> </ul>		Greystones Town Council
<b>Greystones Playground - (in Charlesland complex)</b>	<ul style="list-style-type: none"> <li>The path to the playground provides a steep gradient, which may present access problems to people with physical and ambulant disabilities.</li> <li>The access gates to the playground provide an adequate clearance. However, the gates are cumbersome to open and may present access problems for people with physical and strength grip disabilities.</li> </ul>	Improvements made to path in '07	Management of Facility  Wicklow County Council as parent organisation

	<ul style="list-style-type: none"> <li>The flooring of the play park comprises an Astroturf grass-like material. However, this presents access issues for wheelchair users as the materials do not have a dense pile and may not allow for easy negotiation. It is recommended that sections of the flooring be replaced with a compact rubber material for improved access.</li> </ul>		
<b>Kilmacanogue Playground</b>	<ul style="list-style-type: none"> <li>The playground is accessed via a footpath, which contains a very steep gradient. Consideration should be given to re-routing the footpath using the hill side to reduce the gradient and provide level landings every 5m.</li> <li>Alternatively create a car parking area at the top of the incline close to the playground entrance.</li> </ul>		Wicklow County Council
<b>Wicklow Town Playground - Ballynerrin,</b>	<ul style="list-style-type: none"> <li>The St Laurence Park entrance and the entrance that leads from the western perimeter road both lead directly onto the road surface. There is no tactile paving provided which presents a vehicle impact hazard to people with visual impairments. Blister tactile paving should be installed at these entry points.</li> <li>Due to the steep nature of the site, many of the gradients throughout the park are excessive and exceed the maximum gradients of the Technical Standard. As they do not provide any handrails, they may be difficult for wheelchair users and people with physical disabilities to negotiate. Handrails should be installed to accompany the steep paths</li> </ul>	Access improvement works carried out in '07	Wicklow Town Council