



**SPELTHORNE COMMITTEE
FOR
ACCESS NOW**



Access Guide To STAINES



2004

Over the last couple of years SCAN have been working hard to produce this guide, which we hope will go some way to fulfilling the needs of people with disabilities, to help them to become fully inclusive members of the community, and to highlight areas where guidance and help can be obtained.

We are all members of the Spelthorne Community and together we must work to make sure that this is a Safer Community, a Community where everyone is valued and respected.

I am sure this guide will be given to all who find themselves affected in some way with a disability, and that it will enable them to get around under their own steam, and give them their own independence and freedom.



**The Worshipful Mayor of Spelthorne Borough
2004/2005**

Councillor George F Trussler

HOW TO USE THIS GUIDE

The Guide has been divided into a number of separate sections for ease of reference. Each section has an overall title and sub-headings broadly indicating its contents.

Whilst every effort has been made to ensure that the information contained is accurate and up to date, we would welcome being informed of any error, omission or improvements that could be included in future editions of the Guide.

No responsibility is accepted for any loss, damage or inconvenience caused as a result of any inaccuracy or error that has not been independently substantiated. The inclusion of information does not imply any endorsement or any association with a service provider or product.

Our Web site contains information that will be updated on a regular basis. **www.scanweb.org**.

If anyone has any information which they feel should be included in this guide, then please contact: SCAN, C/O Staines Shopmobility, Two Rivers Retail Park, Mustard Mill Road, Staines. TW18 4WB.

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All phone numbers listed are for the Staines Area unless otherwise stated. The area code for Staines is 01784.

IMPORTANT NOTICE

RADAR National Key Scheme (NKS) Keys are available to purchase from Shopmobility in the Two Rivers Retail Park.

Visitors and residents are advised to carry their RADAR key to access public conveniences (see section on Public Toilets for details).

SPELTHORNE COMMITTEE FOR ACCESS NOW (SCAN)

THE BEGINNINGS

From the introduction of the Chronically Sick and Disabled Persons Act 1970 a group of disabled people in Spelthorne was active and originally worked under the title the "Spelthorne Joint Committee for the Disabled". In 1991 Elisabeth Berrisford launched a new initiative to seek public support for the establishment of a new Access Action Group.

The Steering Committee, under her Chairmanship, set out terms of reference that were put to a public meeting in 1992.

The proposal was: -

"The Access Action Group will comprise of volunteers experienced and qualified to represent the views of people with disabilities on matters of accessibility to transport, the outdoor environment, buildings and facilities". The Steering Committee received its mandate and thus the organisation Spelthorne Committee for Access Now (SCAN) was established.

Lis became the first chairperson of SCAN. Its elected membership of disabled people is very broad based and its concerns have resulted in action in attempting to achieve a barrier free environment for people. In responding to individual and corporate needs SCAN has been encouraged by elected Borough Council members and assisted by the Access Officer of Spelthorne Borough Council.

Planning applications are consistently reviewed by SCAN. Matters related to the outside environment have been incorporated into a comprehensive way-finding programme to improve parking, pavements, road junctions, crossings and lighting.

The provision of transport services for people with disabilities is kept under review and has seen the introduction of Spelride as part of the Spelthorne Accessible Transport System. SCAN was instrumental in the development of Shopmobility in Staines, which assists disabled shoppers and has been a very successful enterprise. The location and design of Railway and Bus Stations is also of concern to members.

SCAN is represented in the annual Spelthorne Design Awards Programme and a positive influence has been manifest in operating a Schools Programme where pupils in schools share in 'hands on'

programmes of disability awareness carried out by visiting SCAN members.

SCAN is a member of The Royal Association for Disability and Rehabilitation (RADAR) and participates in the work of the Surrey Access Forum and the Physical and Sensory Disability Forum.

There is still much to be done by SCAN. This is the 3rd Access Guide for Staines and a major SCAN Project.

Finally there is a growing recognition that disability is not an attitude of some people being unable to meet the demands of society but rather it is the failure of society to recognise its own disabling potential.

To know more about the work of SCAN see its Newsletter or visit our web site at **www.scanweb.org**.

Elisabeth Berrisford died, on March 22nd 2003. We are confident that her work and example will be remembered for many years.

2. WHERE TO STAY

SCAN advises visitors to call and discuss their individual needs with the relevant hotels before making a booking.

Staines Travelodge,

Hale Street, Staines, Middlesex. TW18 4UW. **Telephone 491027 (local)**
or
0870 191 1746

Located on Two Rivers Retail Park, there is secure parking available adjacent to the site, approx 2 mins walk. Local parking charges may apply.

There are no catering facilities at this hotel. Various bars, clubs, restaurants and coffee bars are located in the High Street and in the Two Rivers development that may open for breakfast - please ask at reception for details.

Staines Train Station is about 10-15 minutes away (walking). Staines Bus Station is about 10 minutes away (walking) at the rear of the Elmsleigh Centre.

The Thames Lodge Hotel,

Thames Street, Staines, Middlesex, TW18 4SF. Telephone 464433 (local) or 0870 400 8121

A 19th Century building, with a modern extension, located on the banks of the River Thames, with its own moorings, and a restaurant with river views featuring English and Continental cuisine. There is also a bar and lounge with outdoor terrace. Only the lower terrace is accessible for wheelchairs from the riverside footpath. There are steps to the upper level of the terrace and steps into the bar/lounge of the hotel.

The front entrance to this hotel has a small step and an automatic door. The management have provided a portable ramp for use when necessary.

The hotel has a small customer car park, with 2 designated spaces for people with disabilities, adjacent to the main hotel and the Thames Street public car park is next door to the hotel. Local parking charges may apply.

Staines Train Station is about 10 minutes away (walking). Staines Bus Station is only a few minutes walk from this hotel.

3 GETTING AROUND

BLUE BADGE SCHEME

Concessionary parking for people with disabilities.

The Blue Badge parking scheme provides a European standardised arrangement of parking concessions for people with severe walking difficulties who travel either as passengers or drivers.

Automobile Association (AA) members can obtain a leaflet explaining how the Blue Badge system works in 18 European countries. A multi lingual section can be left open on the dashboard to tell traffic wardens that the disabled visitor enjoys the same parking concessions as a disabled resident. Leaflets from the AA Disability Helpline Tel: 0800 262 050.

You can get a badge if:

- You receive the higher rate of the mobility component of the Disability Living Allowance;
- You receive a War Pensioner's Mobility Supplement;
- You use a motor vehicle supplied for disabled people by a Government Health Department;
- You are registered blind;
- You have a severe disability in both upper limbs, regularly drive a motor vehicle but cannot turn the steering wheel of the motor vehicle by hand even if that vehicle is fitted with a turning knob;
- You have permanent and substantial disability that means you are unable to walk or have considerable difficulty walking.

If you live in Surrey and feel that you qualify under any of these headings you can call the Car Badge Team on 08456 009 009 who will send out a form in the post.

Alternatively, you can request an application form for a blue badge online on Surrey County Council's web site at **www.surreycc.gov.uk**.

The completed form should be returned, enclosing the £2.00 fee, one passport size photo and any supporting documents requested on the form to:

Car Badge Team
Room G85
County Hall

Penrhyn Road
Kingston upon Thames
Surrey KT1 2BU

Blue Badge holders are asked to bear in mind the need to avoid obstruction when parking and to consider the safety of others. Neglect of these basic principles and abuse of Badges by non-disabled people brings the Blue Badge scheme into disrepute.

BUSES

Many services are now operated by modern low-floor, fully accessible buses, making it easier for people in wheelchairs, those with buggies, people with mobility impairments and those carrying heavy shopping. The services listed below are normally operated by low floor vehicles in the area covered by the Egham, Staines & Ashford Bus and Train Guide. Details of the routes and telephone numbers of the Bus companies are in the guide.

H23; 116; 117; 203; 235; 290; 305; 555; 556; 557; some journeys on services 41/43 (First beeline) and 218, 400;566/567 (Tellings-Golden Miller).

Please be aware that due to operational requirements some companies have all low floor buses and others only run at certain times. It is recommended in the Surrey County Council Egham and Staines Bus Guide that passengers check direct with operators to find out if low floor vehicles are operating on the journeys they require before travelling.

For information about all buses in Surrey call: 0870 608 2 608.
Egham, Staines & Ashford Bus and Train Guide is available from libraries, council office and Shopmobility.

Large print Bus timetables are available from Surrey County Council on request. Contact Passenger Transport Group at Surrey County Council, County Hall, Kingston on Thames. KT1 2DY.

The Staines Bus Station and information Kiosk is adjacent to the Elmsleigh Centre.

TRAVEL CONCESSIONS AND BUS PASSES

Spelthorne Borough Council is responsible for issuing annual bus passes for the over 60's and disabled residents of the Borough as part of a countywide scheme administered by Surrey County Council.

There is no charge for the issue of pass which entitles the holder to half fare travel on buses for journeys that start and finish within the Surrey CC area.

The passes are valid for one year from 1st April and can be obtained by personal application from the Council Offices during normal opening hours during the year.

Contact Maggie Strutt

Revenues Assistant

Spelthorne Borough Council

Council Offices

Knowle Green

Staines, TW18 1XB

Telephone 01784 446464

Email m.strutt@spelthorne.gov.uk

ACCESSIBLE TRANSPORT GUIDE

This Guide was launched by the Spelthorne Local Strategic Partnership in May 2004.

It lists accessible transport options and concessions for people of all ages in Spelthorne, and was distributed to community centres, libraries, the voluntary sector and Surrey County Council.

SPELRIDE (Spelthorne Dial-a-Ride)

Is a door to door transport service using specially adapted minibuses to carry passengers with or without wheelchairs. All the vehicles have steps, handrails and passenger lifts to assist in gaining access to the minibuses.

The service is available to anyone with a mobility problem who resides in the Spelthorne Borough area. Prior to using the service it is necessary to become a registered member. There is a one off £10.00 fee to join the service. Journeys will cost about the same as the ordinary single bus fare. The exact fare will be confirmed at the time of booking and the driver will collect the money at the start of the journey.

To enrol ring 01784 446253 and a Registration Form will be sent to you.

Spelthorne Accessible Transport

White House Council Depot

Kingston Road

Ashford ,

MIDDLESEX
TW15 3SE

PARKING IN STAINES

...is provided by way of:

Off street parking – in designated car parks.

All the car parks, apart from Two Rivers are managed by the Council and operate on a 'pay on exit'. Ticket validation and payment machines are located in the car parks and at entrances to the Elmsleigh Shopping Centre entrances. For disabled users parking is free for three hours. The Council has a car parks office in Thames Street.

Elmsleigh Multi Storey: 10 designated parking spaces for disabled people on levels 1,2,3 and 5 next to the lifts.

Some spaces are below recommended width standards. There is level access to the Elmsleigh Centre by lift but the doors out of the car park are heavy and may be difficult for wheelchair users without assistance. Ambulant users should note that the flight of stairs down to the shops is quite lengthy.

Elmsleigh Surface: 7 well-marked designated parking spaces for disabled people near the entrance.

Level access from here to the Elmsleigh Centre involving traffic-light controlled road crossing. 4 spaces at the top end, closest to the High Street. These are sub standard width.

Riverside: 8 designated parking spaces for disabled people fronting Thames Street by the entrance giving access to the western end of the High Street via a pelican controlled crossing.

4 spaces fronting the river, giving level access to the riverside path. This car park has recently been laid out and the spaces are wide and clearly marked.

Elmsleigh Road: 7 designated parking spaces for disabled people at the western end. Access to the High Street via pedestrian walkway.

Bridge Street: 2 designated parking spaces for disabled people on the lower level closest to Bridge Street.

Note that pedestrian access to the upper level is by steps only. This car park is a bit remote from the main part of the shopping centre but is

accessible to the West End area via a pelican controlled crossing of Bridge Street.

Kingston Road: 3 designated parking spaces for disabled people are available adjacent to the station footpath.

Surface level car park with level access to the railway station and the eastern end of the High Street.

Two Rivers Retail Park: The car parks at Two Rivers have barrier controls at the entrance and exit. Drivers need to be able to press a control button on the right hand side of the vehicle to operate the barrier or call for assistance. These are the most popular car parks in Staines and the management has an active policy of clamping unauthorised users of the designated parking spaces for disabled people, so make extra sure your blue badge is on display!

Designated parking bays are outlined in yellow and painted blue and are very distinctive.

The southern car park has 13 designated parking spaces for disabled people at the eastern end (near Waitrose) 17 along the southern boundary and another 7 in the south west near the cinema. Some of the latter are sub standard width. There are also 13 spaces in the north east specifically reserved for Shopmobility users.

The northern car park has 13 designated parking spaces for disabled people adjoining the shops on the northern boundary.

PETROL FILLING STATIONS

The nearest petrol station to central Staines is on the Left-hand side of London Road, travelling out of Staines, before the Crooked Billet roundabout.

There is a JET petrol station on the right-hand side of Laleham Road when travelling towards Shepperton, after the Thames Lodge Hotel.

Out of the town centre, over Staines Bridge, Sainsbury's supermarket has a petrol station that is located on the left-hand side of The Causeway travelling towards Egham.

Out of town on Ashford Hospital Complex, London Road, Tesco's Supermarket has a petrol station.

STAINES RAILWAY STATION

Up platform. SouthWest trains to London Waterloo, via Richmond or Hounslow.

Access: Station Approach (off Kingston Road).

Commuter car park (2 designated parking spaces for disabled people).

Good pick-up/drop-off area but five steps up to booking hall and platform.

Use of the ramped access at the left-hand side, to the platform involves arranging to have a locked gate opened.

Booking hall has ticket machine and ticket office, level access from hall to platform.

Gents WC on platform. Small restaurant/bar.

Down platform: South West trains to Windsor, Weybridge, Guildford and Reading.

Access: Gresham Road. Commuter car park. (2 designated parking spaces for disabled people).

No designated pick-up/drop-off area. Gently ramped path from Gresham Road to platform but access to it is not signed and it is rather narrow with two sharp bends. One of these is at the foot of the footbridge and houses the ticket machine.

Ladies WC and disabled WC (RADAR key required) also waiting room on this platform.

THE FOOTBRIDGE CROSSING, WITH STEPS, IS THE ONLY ACCESS BETWEEN THE PLATFORMS AT THE STATION.

Some trains are accessible and portable ramps to facilitate access are available on each platform.

Passengers requiring assistance should contact South West Trains Assisted Travel telephone line on 0845 605 0440 at least 24 hours prior to travel so help can be tailored to individual needs and assistance given at each stage of the journey both on South West Trains' and other train operators' services.

A text phone facility is available on 0845 605 0441 for information on

South West Trains' services. Calls are charged at local rate.

National Train Enquiries

0845 7484 950

(Hearing impairment)

0845 6050 600

ACCESSIBLE TAXIS

At present there are three (3) accessible taxis operating in the Spelthorne area.

Steve Roberts Metrocab

Telephone 07932 162469

Edward Pitt Citroen Le Cab Noir

Telephone 07889 437295

Victor Hughes Carbodies

Telephone 020 8831 0770

Up to 11 wheelchairs in one vehicle with notice.

SHOPMOBILITY

Staines Shopmobility provides a range of scooters, powered and manual wheelchairs for use in Staines. The service offers people with restricted mobility the opportunity to participate in shopping, leisure and educational activities and other services in the town without the need to transport their own equipment. An escorted shopping service is also available to visually impaired people.

The Shopmobility premises is fully accessible and is also the information point in the Two Rivers Retail Park, holding a wide range of information on local and national services.

RADAR keys, giving entry to accessible toilet facilities nationally are available for purchase.

Opening times are from 9.30a.m. to 4.30p.m. Monday to Saturday.

Full training in the safe use of vehicles is given. There is a registration fee of £3.00 for single use, £12.00 for 6 months use and £20 for 12 months unlimited usage. Parking is provided free in designated spaces for members. These fees are correct at the time of printing this guide, but may be subject to change in the future.

Further details can be obtained from:
The Manager, Staines Shopmobility,

Two Rivers Retail Park,
Mustard Mill Road,
Staines. TW18 4WB
Telephone 01784 459416.

4 PUBLIC TOILETS

RADAR National Key Scheme (NKS) Keys are available to purchase from Shopmobility in the Two Rivers Retail Park.

Accessible toilets are located in **Two Rivers Retail Park** next to Staines Shopmobility.

Elmsleigh Centre between Marks and Spencer's Elmsleigh entrance and Julian Graves - Subject to change in the refurbishment scheme.

Cabin toilets are also located in Thames Street near to the Riverside Car Park.

Premises with accessible toilets during normal shopping hours.

1. Blue Anchor – RADAR key
2. Coffee Republic
3. Costa's
4. Debenhams
5. The George – RADAR key
6. The Litten Tree – RADAR key
7. Toad
8. Waitrose – shared with baby changing facilities.

5 SHOPPING

GENERAL SHOPPING AREA

High Street

The High Street is the traditional heart of the town centre. The main shopping area lies between South Street and Thames Street and has recently been pedestrianised.

There are seats and large metal tubs in the Norris Road and Tilly's Lane plazas that could act as useful landmarks and orientation points for people with visual impairments. There are also small drainage gutters that may be a useful orientation tool. They run along most of the length and on both sides of the high street approximately 2 metres from the "shoreline" of the buildings, however there are intermittent gaps in the guttering which also terminate at the Plazas.

The Gateway areas at either end of the High Street have been designed with small coloured blocks that give a "cobbled" effect. These areas are unlikely to be suitable for wheelchair users and pedestrians with mobility problems. The main surface from each Gateway to the Plazas and between each plaza also comprises small coloured blocks but as these are laid closer together they are more suited to pedestrians with mobility problems, although wheelchair users may still experience a slight "bumping" effect.

Regular street markets, occupying much of the pedestrianised area, are held every Wednesday and Saturday, with Farmer's markets held on the 2nd Sunday of each month. There are also occasional visits from a French Market.

Heading west, the **High Street** meets **Clarence Street**, with its mix of small shops and offices, **Market Square** including the former Town Hall, and **Church Street** which has a range of small shop units and public houses. A footpath connects Church Street with the western end of Two Rivers Retail Park.

Heading east, under the railway bridge, the High Street is not pedestrianised and contains a mixture of shops, restaurants and estate agents.

The Elmsleigh Centre

At the time of finalising this guide, the first phase of the refurbishment of the Elmsleigh Centre is nearing completion.

The Elmsleigh Centre is Staines' only covered shopping centre. The main access points are from the High Street opposite Norris Road and from the bus station, off South Street. The Bus Station entrance has automatic doors in the centre and heavy manual doors to the side. A separate access from South Street opposite the Elmsleigh surface car park has two sets of heavy manual doors.

There is access by lift from the Elmsleigh multi storey car park. To avoid confusion it is recommended that the central lift is used both for entering and leaving the shopping area.

The Elmsleigh Centre is mainly on one level with wide, mostly unobstructed, walkways. Wheelchair users should note that there is a slope down from the High Street that requires the use of brakes to remain stationary. Most stores have wide level entrances.

A limited amount of seating is available in a central area which sometimes has mobile stalls.

Friends Walk

Friends Walk is an open-air pedestrian walkway running from the Bus Station entrance of the Elmsleigh Centre to Thames Street. It connects to the Public Library and IT Resource Centre, that is fully accessible. There are several shop units and the pedestrian and lift access to the Tothill car park.

Two Rivers Retail Park

Two Rivers is the newest shopping centre in Staines and was built between 1999 and 2002. It lies to the north of the High Street opposite the Elmsleigh Centre. The Retail Park consists of a mixture of shop units served by partially covered pedestrian walkways fronting two large surface level car parks. The layout means that most stores are close to surface level car parking. It is linked to the High Street by two pedestrian routes, Norris Road, which leads to the Elmsleigh Centre, and Tillys Lane.

The main part of the centre, served by the southern car park includes the Vue cinemas and Staines Shopmobility.

The northern part of the centre, furthest from the High Street, contains several retail warehouse-style stores.

Accessibility Survey

A small group of local volunteers have worked with a few members of SCAN visiting most of the retail premises in preparation of this Guide and the results of these surveys can be accessed via the SCAN Website: www.scanweb.org

BANKS AND BUILDING SOCIETIES

All Banks and Building Societies are located in the pedestrianised High Street, and all have level or ramped entrances.

Abbey

Induction Loop System.
Door Automatic
Sighted Guide or Assistant

Barclays Bank

Induction Loop System
Door Automatic (Push Button)
Lowered Cashier Point

Halifax

Induction Loop System
Door Automatic

HSBC Bank

Induction Loop System
Door Automatic (Push Button)
Sighted Guide or Assistant

Lloyd's TSB Bank

Induction Loop System
Door Automatic (Push Button)
Sighted Guide or Assistant
Lowered Cashier Point

Nationwide Building Society

Induction Loop System
Door Manual and Heavy
Sighted Guide or Assistant

National Westminster Bank

No Induction Loop System
Door Manual

Sighted Guide or Assistant

Woolwich Building Society

Induction Loop System

Door Manual

DEPARTMENT STORES

All the stores listed below have level entrances and those entrances that are located in the Elmsleigh Centre do not have doors. Those not located in the Elmsleigh Centre have a mix of manual and automatic doors, as specified below.

Bhs – Entrance in Elmsleigh Centre and from South Street/Bus Station – this entrance has manual doors. Escalator to first floor.

Debenhams – High Street entrance has manual doors. Corner entrance has automatic doors. Side entrance in Thames Street has manual doors leading to internal steps. Customer lift at back of store and escalators to all floors.

Marks and Spencer – Entrance in the High Street has manual doors surrounding a central automatic door. Entrance also in the Elmsleigh Centre. Escalators and large customer lift to the first floor.

Woolworth's – Two entrances in the High Street, one with manual doors and the other is automatic doors.
There is also an entrance in Elmsleigh Centre.

POST OFFICE (Main) – High Street (east of railway bridge).
External door remains open during trading hours. Internal manual door.

OTHER CHAIN STORES

ARGOS – Friends Walk

Manual Doors

Boots - Two Rivers Retail Park

Two entrances with automatic doors

Curry's – Two Rivers Retail Park

Automatic Doors

Matalan – Elmsleigh Centre

PC World – Two Rivers Retail Park
Automatic Doors

Superdrug - Elmsleigh Centre

SUPERMARKETS

Sainsbury's – The Causeway (Via Staines Bridge). Marked spaces on the ends of the lanes closest to the entrance.

Tesco's – Out of Town on Ashford Hospital Complex, London Road.
More than 20 spaces defined with blue hatch markings for people with disabilities all located in lane across from the main entrance.

Waitrose - Two Rivers Retail Park.
Automatic doors. For number of designated spaces for people with disabilities, see Car Parks in Section 2.

6 PLACES OF INTEREST

Most of the premises listed here have not been surveyed for accessibility.

SCAN advises that visitors should independently verify accessibility before attending any venue.

Blue Anchor Inn, Market Square

This old inn dates from the 15th Century, note the five false windows, painted on to the wall where real windows were bricked up to avoid Window Tax.

The Oast House, Kingston Road

This collection of buildings is one of very few remaining examples of a complete brewery complex including Malt House and Granary. It is now an Adult Education centre with parking.

Spelthorne Museum

The Spelthorne Museum used to be housed in an historic Grade II Listed building that was formerly Staines Fire Station, next to the Town Hall in the Market Square. It should soon be reopening at its new home, next to Staines Library, in Friends Walk.

It is expected that the foyer of the Museum will be the new home of the London Stone (see below).

For further information contact Spelthorne Museum's Jenny Scripps, on 01784 457970.

Staines Conservation Area

This includes Clarence Street, named after the Duke of Clarence, built about 1850 to link the then 'new' Staines Bridge with the High Street and Church Street. Within this area there are houses from 17th, 18th & 19th centuries including the tower of the original Ashby brewery.

Staines High Street

Above the modern shop fronts can be seen Victorian and Georgian houses from the town's past. The High Street lies directly on top of the old Roman road that crosses the river Thames here, which is the lowest point at which the river could be bridged. The Victorian Horse Trough has been returned from Moor Lane to the High Street as part of the recent landscaping work.

Staines Methodist Church, Thames Street (overlooking the Riverside and Memorial Gardens).

This modern building was completed in 1987. The exterior has a relief brick carving of the dove that symbolises peace in biblical tales. This is included as part of '**Artwalk**' **The Staines Public Art** Trail (see section 8).

Parking is available in the Thames Street Car Park where there are a number of dedicated spaces for people with disabilities. Telephone 01784 252559.

Staines (Old) Town Hall, Market Square.

This building which was built in 1880 in the Flemish style has an attractive frontage from Market Square. It is not open to the public at present.

PLACES OF INTEREST (Out of Town).

Sunbury Millenium Embroidery

Since 1996 over 140 local embroiderers have created the Village Panel, eight supporting side panels, and over 100 tent stitched representations of the emblems of Sunbury organisations.

The Embroidery is currently displayed at The Embroidery Workshop, Riverbank, Thames Street, Sunbury on Thames. Telephone 01932 788101.

Opening hours Monday, Tuesday, Wednesday and Friday from 10:00 am to 4:00 pm, or visit the project web site at **www.sunburyembroidery.co.uk**

St Mary's Church, Church Street

This church was built in 1828 on the site of earlier churches dating back at least to 1179. There is a carved wooden roof and Victorian stained glass. Since 18th June 2004 there is also a stained glass window that has been installed to commemorate the Trident Air tragedy of 1972. Telephone 01784 469155.

St Peter's Church, Laleham Road

This church built in 1894 contains early 20th century stained glass. The previous chapel became Wyatt Road School and then Thames side Arts Centre.

Telephone 01784 469155.

7 ENTERTAINMENT & LEISURE

Staines town centre has a wide range of restaurants, coffee shops, bars, and pubs. Some are quite small and not all are accessible. Restaurants situated in older buildings may not have wheelchair accessible toilets. There are also a number of premises that have opened since the surveys were conducted in 2002/2003, so we are unable to provide information on the facilities that they may have available. SCAN advises visitors to check with the management of the venue before attending.

RESTAURANTS AND COFFEE BARS

Arapaho (SPUR) Restaurant

Tilly's Lane.

Manual doors to this restaurant, which is on one level.

McDonald's have a restaurant in the High Street with a 'drive thru' branch at the north east corner of the Two Rivers Retail Park.

Nando's Two Rivers Retail Park. Manual Heavy Doors to this restaurant which has raised dining areas.

Pizza Hut Restaurant Tilly's Lane.

There are raised dining areas in this restaurant.

Yellow River Restaurant

Tilly's Lane.

Manual Door to this restaurant which has non-smoking dining area on a raised platform. The disabled toilet is only accessible with assistance for anyone using this dining area.

The following are located within premises that are only open during normal shopping hours.

Baker's Oven offers light snacks.

Bhs, in the Elmsleigh Centre has a self service restaurant on its 1st floor. See main entry in section 5 Shopping

Coffee Republic Tilly's Lane.

Manual heavy doors to this coffee bar. Wheelchairs may have difficulty manoeuvring between the tables.

Costa Coffee Norris Road.

Manual heavy doors to this coffee bar. Wheelchairs may have difficulty manoeuvring between the tables.

Debenhams has a self service restaurant on its top floor and a café on its ground floor. See main entry in section 5 Shopping.

Marks and Spencer has a large food department offering a range of sandwiches and cold snacks.

Morrelli's Café, Elmsleigh Centre provides light meals.

Waitrose has a small coffee bar that provides light meals.

BARS, PUBS AND CLUBS

The **George** public house is one of the newest in Staines town centre and serves a range of light meals.

Just out of the main shopping area by Staines Bridge, a new riverside development has **Bar Ha Ha** and **Outback** which opened in 2004. The riverside terraces of these premises are only accessible via small flights of steps from the riverside footpath. Wheelchair users will have to enter via the side entrances of the premises and then pass through the main bar/restaurant to the terraces.

Two of the oldest buildings in the town centre, house **Baroosh (formerly the Angel Hotel)** in the High Street and the **Blue Anchor** at the edge of the Market Square. Behind Nat West Bank and HSBC bank, on the south side of the pedestrianised High Street, there is the

old telephone exchange building that now houses **Cheekees** sports bar and disco. Pedestrian access is via an alleyway between the banks. Vehicular access is via Thames Street into Goodman's Place.

The **Litten Tree** and the **Garibaldi** public houses are in the High Street to the east of the railway bridge, where there is also the **High Society** night club.

LEISURE

CINEMA - Vue Multiplex

Two Rivers Retail Park

Telephone: 08702 40 60 20 for bookings information and cinema enquiries.

7 Disabled parking bays are available adjacent to the cinema in the south west section of the Two Rivers car parks. Ramped access to all 10 theatres that have at least two wheelchair spaces in each. Headsets are available on request for people with hearing impairments

Only the ticket office is on the ground floor. All theatres and facilities, including accessible toilets, are on the first floor via a large lift located at the rear of the main foyer.

SPELTHORNE LEISURE CENTRE

Based at Knowle Green, off map via Kingston Road.

This extended centre now includes dry sports, a gym with facilities for people with disabilities and swimming pools.

Telephone 01784 493493.

8 OUTDOOR VENUES

Many of the venues and activities listed here have not been surveyed for accessibility.

SCAN advises that visitors should independently verify accessibility before attending any venue.

'Artwalk' The Staines Public Art Trail

The Trail features mosaic panels illustrating local history with a centrepiece in the pedestrianised High Street of Spelthorne Borough's Coat of Arms. There is a selection of steel and bronze sculptures, and brick carvings set into the walls of some of the newer buildings in and around the town centre

A leaflet covering Art Trail was published by the Spelthorne Borough Council in Spring 2004 at the unveiling of a new bronze sculpture. It lists pieces of new and old public art, that are in and around Staines town centre with a suggested route for viewing the items

The leaflet can be obtained, free of charge, from local libraries or directly from the Council Offices by phoning 01784 446433 or e-mailing leisure@spelthorne.gov.uk.

Memorial Gardens & Riverside Gardens

As part of the Council's redevelopment plans in 2002, these gardens have been opened up to create one large park area.

Pedestrians can enter the gardens at the western end from the Market Square, via one of two stainless steel sculptural gateways, depicting flying swans, which are a key feature of Staines and form part of the Borough's coat of arms. The other swan sculpture is over the entrance to the Riverside car park in Thames Street.

There is a new Town Pier at the western end of the gardens, located at the rear of the Old Town Hall. This pier has stone ramps leading to a planked mooring area. There are not any handrails to assist getting down these steps so care should be taken by anyone with mobility problems.

A circular viewpoint, overlooking the river has been created in the central area of the gardens at the river's edge. Sail Canopies cover a series of stone terraces leading to a planked platform.

There are not any handrails to assist getting down these terraces so care should be taken by anyone with mobility problems.

Staines War Memorial

Part of The Staines Public Art Trail, this memorial is now located in Market Square after it was repositioned as part of work on the Memorial Gardens and after extension work to the square itself, this memorial is now in a much more prominent and accessible location in the town centre.

Trident Memorial

On 18th June 1972 British European Airways flight 548 crashed two minutes after take off over Staines, killing all 118 passengers and crew on board.

On 18th June 2004, there was a dedication of a quiet seating area on the Moormead Estate, Staines, very close to where the incident took place adjacent to Staines by-pass. The area was landscaped by staff from BAA Heathrow and Spelthorne Borough Council. It is designed to provide a peaceful area for reflection by friends and relatives. There is also a stained glass window at St Mary's Church, Staines that has been installed to commemorate the tragedy.

OUTSIDE VENUES (Out of Town)

The river Thames runs through much of Spelthorne and there are many attractive areas for picnics and local pubs that have riverside frontage to take full advantage of the River.

Boat Trips - Staines to Windsor

Boat trips from Staines towards Windsor can be taken from the Pier at Victoria Gardens (next to Thames Lodge Hotel). These are run on Monday, Thursday and Friday only from late May to late September but there will not be any services on the May and August Bank Holidays.

This popular service passes through some of the most important landscape in the history of England. One can gain exceptional views of the magnificent hilltop castle at Windsor and also pass Runnymede where the historic Magna Carta was supposedly signed.

Fordbridge Park - Off Map, via Kingston Rd towards Ashford.

Situated at the junction of Kingston Rd and Staines bypass (A308) this park offers a number of sporting facilities set within maturing landscape of specimen trees and shrubs. The park is particularly popular for bowls

and is the 'home' of several local clubs.

Laleham Park -Off map via Shepperton Road and Riverside Laleham. The attractive Thames Riverside at Laleham provides the setting for Spelthorne's largest park of 70 acres. This is a delightful mixture of woodland, informal open space, playing fields and riverside walks. During the summer months special features such as children's entertainment and pony rides complement the popular playground. There are also several picnic areas, riverside activities and a camping site.

Lammas Park - Off map via Wraysbury Road. This park with its Thames side location, provides a pleasant contrast to the bustle of the shopping areas. It is the venue for band concerts and entertainment during the summer. It is also the current home for a replica of the London Stone (see entry).

London Stone

This once marked the western upstream limit of the jurisdiction of the Corporation of City of London over the Thames. They held these rights from 1197 when they were acquired in the reign of Richard 1, until the formation of the Thames Conservancy in 1857.

The stone has stood in Staines since 1285 although part of the stone may be a Roman altar stone, and was positioned immediately upstream of the original town bridge (behind the Old Town Hall). It was moved to, what is now, the Lammas Park, in the 17th or 18th century. A replica has stood in the spot (behind the old paddling pool), since the original was taken away for restoration in 1986 and then placed in the Town Hall.

When the Staines Museum has moved to its new location next to Staines Library, the original stone will be removed from storage and will be placed in the foyer there.

Penton Hook Island

Managed by the Environment Agency, access to the island can be made via the riverside at Penton Hook Lock which involves crossing either of the lock gates. Metal ramps are available for wheelchair users. Please ask the duty lock keeper for assistance.

Staines Town Trails

One of several Town Trails, the Staines Trail has been planned to raise interest in the history of Staines and to encourage a sense of civic pride

in the town. Details can be obtained from the secretary of Staines Town Society, Mrs Anne Damerell on 01784 454767

Sunbury Park, The Walled Garden And Orchard Meadow - Off map via Kingston Road, via the Sunbury turn at Sunbury Cross, then Green Street to Thames street. This park comprises 32 acres of open space, most of which remains in a rural and natural state with many mature trees, including several majestic cedars.

In sharp contrast to this 'wild area' is the beautifully maintained **Walled Garden**, which contains many examples of plants from around the world. There are exhibits of past gardening styles and local events and exhibitions plus regular Sunday afternoon band concerts.

Subject to sufficient funds being raised it is planned to house the **Sunbury Millennium Embroidery** (see section 5 – Places of Interest) in the Garden.

Accessed via Green Street **Orchard Meadow** is the latest piece of land open to the public and is a delightful wild flower meadow with reasonable level access that has restricted width.

9 FURTHER INFORMATION

Spelthorne Design Awards

The Spelthorne Design Awards were launched in 1994 and are run by Spelthorne Borough Council in conjunction with SCAN. Schemes can receive an award, be highly commended or commended.

The Awards are intended to act as an incentive to the management of properties to encourage them to be positive and practical in their approach to the problems of people with a disability. It is intended as a form of recognition where management have voluntarily exceeded the regulations of the Building Regulations.

If you would like to make a nomination for the Award, please write to:- Mr Alan Dyer, Spelthorne Borough Council, Knowle Green, Staines, Middlesex. TW18 1XB Alternatively call him on 01784 446345.

The "Access for Disabled People" category is intended to recognise schemes that greatly improve access for disabled people and the following schemes have been recognised in this category recently.

Design Awards for 2003

"Elms Two" Bingham Drive, Staines
Commended
(internal alterations to dwelling)

Riverside Park, Staines
Commended

High Street pedestrianisation, Staines
Commended

Design Awards for 2004

Stanwell Village Hall, Stanwell
Highly Commended
(alterations)

USEFUL TELEPHONE NUMBERS

All 'phone numbers listed are for the Staines Area unless otherwise stated. The area code for Staines is 01784. Phone numbers are subject to change, however these were correct at the time of printing.

Age Concern Spelthorne
444200

Age Concern Surrey
01932 789482

Carers Support Spelthorne
446225

Disability Advice & Information for Runnymede & Spelthorne (DAIRS)
01932 566622

Disability Information Service for Surrey (DISS)
01306 741740

Samaritans
01932 844444

Spelthorne Borough Council
Main Switchboard - 451499

Spelthorne Social Services
01932 795295

Spelthorne Crossroads Care Attendant Scheme
466294

Spelthorne Accessible Transport
446253

Spelthorne Volunteer Bureau
444201

Staines Citizens Advice Bureau
444220

Staines Police Station
450261

Staines Shopmobility
459416

Surrey County Council – Community Support Team for Spelthorne
020 8541 7293

Surrey Users Network
01483 456558

Voluntary Action in Spelthorne (VAIS)
446358

COMMUNITY CENTRES

Ashford – Fordbridge Centre
243880

Shepperton – Greeno Centre
01932 246173

Staines – Community Centre
463073

Stanwell – Stanwell Centre
258654

Sunbury – Benwell Centre
01932 784232

HEALTH

Ashford Hospital
Main Switchboard – 884488

Fordbridge Road Practice
253975

Shepperton Health Centre
01932 220524
Staines Health Centre
465229 or 461712

Stanwell Road Practice
253565

Studholme Clinic
420700

St Peters Hospital
Main Switchboard - 01932 872000

Sunbury Health Centre
01932 713399

NHS Direct
0845 46 47

EDUCATION

Ashford Library
253651

Oast House
457153

Staines Library
454430

Stanwell Community Information Centre and Library
244378

Sunbury Library
01932 783131

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ACKNOWLEDGMENTS

This edition of the Access Guide is dedicated to the memory of **Elisabeth Berrisford** who died in March 2003.

Lis will be remembered in Spelthorne for her dedication to campaigning and working in a practical way to develop local services to improve the life of disabled people and their carers.

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