

London Friend

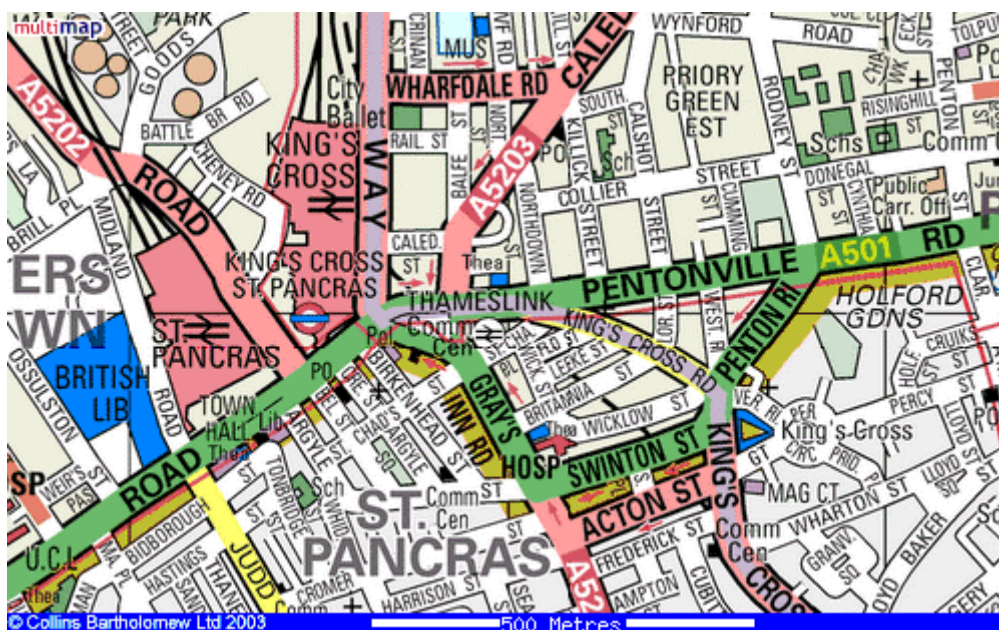
Supporting the lesbian, gay & bisexual community

Access Information for Disabled People

All London Friend activities are run by volunteers who are on hand to help. But if you have specific needs that you want to let them know about in advance, please do so.

Arrival at 86 Caledonian Road

The premises are a shop front with a bus lane immediately outside. No Orange/Blue Badge concessions are available on Caledonian Road, so you will need to obey parking rules stated on nearby signs. Free parking is available for Blue Badge holders in both the resident permit holders, and pay and display bays Killick Street and Collier Street behind the London Friend building.



Buses 17, 259, and 91 stop in Caledonian Road less than 200 yards to the North of no 86 (in both directions). The bus stop approximately 250 yards to the South of London Friend is also served these routes, and in addition by the 10, and the 390 buses, going *southbound only*. These bus routes are all wheelchair accessible.

London Friend

Supporting the lesbian, gay & bisexual community

King's Cross underground, King's Cross and St Pancras mainline stations and King's Cross Thameslink stations are all within 500 yards of the entrance. All the entrances to King's Cross mainline station are accessible, and there is an accessible entrance to St Pancras mainline station. King's Cross Thameslink station has access by stairs and escalators only (there are both down to one level, and down to the next level stairs only are available), thus no wheelchair access. King's Cross Underground station has access via stairs only to the Hammersmith and City, Circle and Metropolitan line platform. Access from the main station/street entrances to the Victoria, Piccadilly and Northern Line platforms is by stairs and then escalators only, but a fixed staircase is available to these platforms if you enter through the Thameslink station and go through the tunnel linking the Thameslink station to the Underground station. Caledonian Road tube station (approx a 15 minute walk) has step-free access to the platforms.

The entrance

The entrance is wheelchair accessible (though if you become a key holding volunteer, you may find the top lock difficult to reach). The doorbell is to the left of the door, and at a standing persons height. The name of the organisation is above the entrance and spot-lit in the evenings when there are activities in progress. The name is also stencilled on to the glass of the door. There are two discreet spotlights above the entrance. The building is quite visibly noticeable as the exterior is painted a solid purple, and stands out against its neighbours.

Inside

The building has two floors. Except for face to face counselling, all user services are based on the ground floor (counselling sessions can be located on the ground floor by prior arrangement, if necessary). The front area hosts the coffee bar, library and meeting area. The area at the back is a meeting space and occasional counselling area. There are two steps linking these areas. Wheelchair access is via a push button operated open lift.

There are two toilets on this floor, one of which is large enough to accommodate a wheelchair user.

Hearing Issues

A portable hearing induction loop is available for use at all times. Insulation between floors is not very good, but, if requested in advance, arrangements can be made to ameliorate any problems this might cause for hearing impaired users or volunteers. The telephone helplines are equipped with **Clarity Phones** that can make using the helpline easier for callers with an hearing impairment.

The Helplines also have a **Minicom** which allows typewritten communication where a caller has a hearing and/or speech impairment.

Other areas of the building

There is a 13 step flight of stairs to the helplines, face to face counselling and general office areas. 3 of the steps are narrower at one side, where they are similar to the stairs you would find on a spiral staircase where the stairs go around a corner. All stairs have handrails on both sides. Regrettably, for the present, helpline volunteers need to be able to negotiate the staircase.

There is a small and quite awkward step into the kitchen area. All the worksurfaces in the kitchen area and the coffee bar are at standard kitchen unit height (not lowered for a wheelchair user).

Training materials for volunteers with impaired vision can be enlarged or printed in large type, if requested in advance.

London Friend is committed to improving access for users and for volunteers. Feedback and suggestions are always welcome and should be either addressed to the Co-ordinator, management committee or, if preferred, left in the suggestion box on the ground floor.