

ACCESS FOR DISABLED PEOPLE IN THE CITY OF LONDON



DEPARTMENT OF COMMUNITY AND CHILDREN'S SERVICES ACCESS TEAM



This information is designed to help disabled people find facilities when visiting the City of London.

They include parking, WCs and the accessibility of some of 'the sights' and monuments within the 'Square Mile'.



The information is as up-to-date as possible but should you require any further information about the facilities given in this book, please contact the City of London's Access Team on:

Phone: 020 7332 1995

Typetalk: 18001 020 7332 1995:

Email: access@cityoflondon.gov.uk

who will be pleased to help you.

CONTENTS

- **Access for disabled visitors to the City of London**
 - City streets
 - Square Mile parking helpline
 - Street faults hotline
 - Low Emissions Zone
- **Parking in the City of London**
 - Blue Badge Scheme
 - Red Badge Scheme
 - Discretionary Parking
 - Congestion Charging
 - Blue Badge parking bays
- **Accessible public WC facilities**
- **Public car parks**
- **Accessible public transport**
- **Visitor attractions maintained by the City of London Corporation within the City**
 - Art Galleries
 - Barbican Centre
 - Golden Lane Leisure Centre
 - Guildhall
 - Libraries
 - The Monument
 - Museum of London
 - Tourist Information Centre
 - Tower Bridge
 - *****
 - St Paul's Cathedral
- **Other sources of information**

Access for disabled visitors to the City of London

The Greater London area has 33 boroughs. The City of London is just one of the boroughs which make up that area. The City of London Corporation is the local authority which serves the City of London.

The City of London's Access Team work to improve access for disabled people in the City. Each year the Access Adaptations Programme pays for improved access to City Corporation owned public buildings and to the City's streets and open spaces.

City streets

Most of the City streets are now accessible. However, there are some locations where it has not been possible to install dropped kerbs for engineering reasons. Audible beepers or rotating cones have been installed at most controlled crossings. A number of the City's streets are now the responsibility of Transport for London (Red route). If you find locations where dropped kerbs are not installed or audible beepers and rotating cones are not working, please report these to the fault line (see below).

Square Mile parking helpline

For reporting traffic violations such as parking over dropped kerbs,

Phone: 020 7332 3910

Street faults hotline

To improve the service provided to stakeholders in respect of urgent highways, walkways and building faults, a 24 hour fault reporting line has been introduced. The telephone number of this 24 hour facility is 0800 3895908. This is a freephone number.

Low Emissions Zone

This was introduced on 4 February 2008 to help improve air quality across Greater London by reducing harmful emissions from diesel-engined lorries, coaches and buses. For further information see TfL's website: www.tfl.gov.uk.

Parking in the City of London

Blue Badge Scheme



Due to the pressure on parking, the concessions offered by the Blue Badge Scheme do not apply in the City of London, Westminster, Kensington and Chelsea and the southern part of Camden.

Blue Badge holders cannot park on yellow lines. The City of

London Corporation only recognises the national BLUE BADGE scheme at:

Blue Badge parking bays:

There are over 200 dedicated bays, please see the list provided. Designated bays allow up to four hours parking on weekdays or at any time, with no time limit, on Saturdays and Sundays. Some bays near St Bartholomew's Hospital permit up to six hours parking at any time. These are also indicated on the list provided; or

Pay-and-display bays:

Where a valid payment ticket shows that payment has been made for parking, an additional hour of parking will be allowed after the expiry of paid-for time.

A new website gives details of all disabled parking bays within the four central London boroughs: www.bluebadgelondon.org.uk

The Blue Badges issued now are European Blue Badges and are recognised on disabled parking bays (but not on yellow lines) in the City of London. Non-European parking badges are NOT recognised in the City – please see section on Discretionary Parking.

Visitors are reminded that they should display their Blue Badges and time clocks at all times.

Red Badge Scheme



Introduced to meet the needs of disabled City residents and workers, the scheme offers extra disabled parking facilities within the City which are not allowed when displaying a European Blue Badge.

Red Badge holders are allowed free parking on operational pay and display bays, operational designated disabled bays, and can wait for a maximum period of 30 minutes on a single yellow line where a loading ban is not in force.

The Red Badge is only available to City residents or City workers with permanent disabilities who must be employed on a permanent basis for at least 21 hours per week. For further information and/or an application form, please contact the City of London's Contact Centre on 020 7332 1548 or e-mail: parking.administration@cityoflondon.gov.uk, or alternatively you can download the application form from the City of London's website, www.cityoflondon.gov.uk.

Discretionary Parking

If you are a Blue Badge holder who does not live or work full-time in the City and are attending St Bartholomew's Hospital for consistent, long-term treatment for life-threatening illnesses, or you hold an equivalent disabled parking badge in your own country, you may apply for a parking dispensation. Please phone 020 7332 1952 and ask to speak to a member of the Street Management Team.

Congestion Charging



Congestion Charging in Central London started on 17 February 2003. Blue Badge holders should register for a discount from the daily charge. All Congestion Charging queries should be directed to Transport for London (TfL). TfL can be contacted at

E-mail: www.cclondon.com
Phone: 0845 900 1234
International +44 207 649 9122
Textphone: 020 7649 9123.

Where Blue Badge bays can be found

(All the named streets can be found in a standard A-Z street guide or on www.bluebadgelondon.org.uk)

Parking is permitted for St Bartholomew's Hospital, EC1 for up to **six hours** at:

Bartholomew Close x 16

Little Britain x 1

West Smithfield x 12

Parking for up to **four hours** is permitted at:

Aldermanbury EC2 x 4

America Square EC3 x 2

Bakers Hall Court EC3 x 1

Baltic Street West EC1 x 2

Basinghall Street EC2 x 2

Blackfriars Lane EC4 x 1

Breams Buildings EC4 x 2

Bridewell Place EC4 x 1

Bridgewater Sq EC2 x 1

Broad Street Ave EC2 x 2

Brushfield Street EC1 x 1

Bury Street EC3 x 2

Carlisle Avenue EC3 x 2

Chancery Lane WC2 x 1

Charterhouse Sq EC1 x 2

Cloak Lane EC4 x 2

Cloth Fair, EC1 x 2

Coleman Street EC2 x 2

College Street EC4 x 1

Creechurch Lane EC3 x 1

Crescent EC3 x 2

Crutched Friars EC3 x 1

Devonshire Sq EC2 x 2

Dorset Rise EC4 x 1

Dowgate Hill EC4 x 1

Eastcheap EC3 x 4

East Harding St, EC4 x 2

Eldon Street EC2 x 2

Fann Street EC1 x 1

Fetter Lane EC4 x 1

Finsbury Circus EC2 x 11

Fore Street EC2 x 3

Furnival Street EC4 x 1

Giltspur Street EC1 x 3

Golden Lane EC1 x 1

Goring Street EC3 x 2

Goswell Road EC1 x 1

Gough Square EC4 x 2

Gravel Lane E1 x 1

Great St Helens EC3 x 2

Great Tower St EC3 x 2

Great Winchester St EC2 x 1

Gresham Street EC2 x 6

Gutter Lane EC2 x 1

Harrow Place E1 x 1

Haydon Street EC3 x 2

High Timber Street EC4 x 1

Hosier Lane EC1 x 1

John Carpenter St EC4 x 1

Kingscote Street EC4 x 2

Knightrider Court EC4 x 2

Laurence Pountney Hill EC4 x 1

Limeburner Lane EC4 x 2

Little New Street EC4 x 1

Little Somerset Street E1 x 3

Little Trinity Lane EC4 x 2

Liverpool Street EC2 x 1

Lloyds Avenue EC3 x 1

London Street EC3 x 1

Long Lane, EC1 x 1

Mincing Lane EC3 x 2

Minories EC3 x 5

Mitre Square EC3 x 2

Monument Street EC1 x 2

Moor Lane, EC2 x 2

Moorfields EC2 x 2

Noble Street EC2 x 1
Old Jewry EC2 x 1
Paternoster Row EC4 x 1
Pepys Street EC3 x 2
Playhouse Yard EC4 x 2
Portsoken Street E1 x 1
Queen Victoria St EC4 x 2
Rolls Buildings EC4 x 1
St Bride Street EC4 x 1
St Dunstan's Hill EC3 x 1
St Mary at Hill EC3 x 2
St Paul's Coach Park, EC4 x 2
Savage Gardens EC3 x 1

Shoe Lane EC4 x 6
Silk Street EC2 x 2
Snow Hill EC1 x 1
Southampton Buildings WC2 x 3
Staining Lane EC2 x 1
Temple Avenue EC4 x 4
Thavies Inn EC4 x 2
Trump Street EC2 x 2
Tudor Street EC4 x 2
Watling Street EC4 x 2
Whitefriars Street EC4 x 1
Wood Street, EC2 x 2

Accessible public WC facilities

Accessible facilities for men and women are at:

Location	Opening Times		
	Mon-Fri (except Bank Holidays)	Saturdays	Sundays and Bank Holidays
Aldgate EC3 ⁷	Closed	Closed	0800 – 1700
Bishopsgate EC2 ⁴	Closed	Closed	0800 – 1700
Eastcheap EC3 ⁴	0800 – 1500	0900 – 1700	0900 – 1700
Long Lane EC1 ^{,8}	Automatic 24 hour. Located near junction with Aldersgate Street.		
Monument St EC3	Fully accessible facility available, RADAR key operated		
New Change EC4 ^{,8}	Automatic 24 hour. Located adjacent to St Paul's Churchyard in the coach park.		
Paternoster Square EC4 ^{1, 5, 8}	0800 – 1800	0900 – 1900	0900 – 1900
Royal Exchange EC3 ⁴	0800 – 1800	1000 – 1600	1000 – 1600
Tower Place EC3 ^{3, 5}	0715 – 2100	0900 – 1900	0900 – 1900
Tower Place, EC3 ^{,8}	Automatic 24 hour. Located opposite the Tower of London at the entrance, which leads to the public convenience and coach park		
Watermark Place, EC4 ⁸	Automatic 24 hour. Located at the river end of All Hallows Lane. Fully accessible facility available, RADAR key operated		
West Smithfield EC1 ^{2, 5, 6}	0900 – 1600	0900 – 1700	0900 – 1700

Key to Accessible Public WC Facilities.

- ¹ Located opposite the Cathedral through Temple Bar to the right. Wheelchair access is via the lift to lower basement level.
- ² Located opposite St Bartholomew's Hospital and next to the Rotunda. Wheelchair access is at ground floor level.

- 3 Located opposite the Tower of London at the end of Lower Thames Street. Wheelchair access is at ground floor level.
- 4 Please note, Royal Exchange, Eastcheap and Bishopsgate are all located below ground. They have ambulant disabled facilities which are only accessible by stairs.
5. Tower Hill, Paternoster Square and Smithfield have wheelchair access at ground level.
6. Smithfield has RADAR key operation and is available 24 hours a day.
7. Aldgate has no disabled facilities.
8. Requires money.

Please note that many accessible WCs are locked with a RADAR key to prevent vandalism. The charity RADAR operate the **National Key System** and can provide disabled people with keys. The National Key Scheme Guide is also available from Radar who can be contacted at:

RADAR,
12 City Forum, 250 City Road, London EC1V 8AF.
Phone: 020 7250 3222,
Fax: 020 7250 0212,
Minicom: 020 7250 4119,

E-mail: radar@radar.org.uk

Public car parks

The City Corporation owns five car parks. All have Blue Badge parking bays, and there are accessible WCs (except where stated), and lift access (except where stated). A charge is made for disabled badge holders parking in these car parks.

- White's Row, E1 off Commercial Street (no accessible WC)
- The Tower of London, E1 (requires change)
- London Wall, EC2 (no lift access)
- Baynard House, Queen Victoria Street, EC3
- The Minories, E1

Accessible public transport

The 'Step-Free **Tube** Guide' and a booklet called 'Getting Around London' are available free from Transport for London. They can be contacted on

Phone: 0843 7222 1234
Textphone: 020 7918 3015
E-mail: Travinfo@tfl.gov.uk.

or downloaded from the TfL website: www.tfl.gov.uk

All London **Buses** are accessible. Their information line is:

Phone: 0845 300 7000

Textphone: 020 7918 4435

Email: customerservices@tfl-buses.co.uk or view www.tfl.gov.uk

This information is also available at the Information Centres at Liverpool Street Station and opposite St Paul's Cathedral.

For all **Train** journeys, there is a very good source of information providing all train operators assistance phone numbers on

www.disabledpersons-railcard.co.uk/making-rail-travel-easier.

Click on 'Travelling by rail', then on

'Who do I contact to arrange assistance?' for all assistance numbers.

For more information on the facilities at stations contact National Rail Enquiries on:

Phone: 08457 48 49 50

Textphone: 0845 60 50 600

Website: www.nationalrail.co.uk

Visitor attractions maintained by the City of London Corporation within the City

Art Galleries –

Guildhall Art Gallery

Situated in the Guildhall Yard East (level access):

Phone: 020 7332 3700

Fax: 020 7332 3342

Accessible toilet facilities are available.

Barbican Art Gallery

Situated within the Barbican Centre (see below):

Phone: 020 7638 4141 (Switchboard)

Fax: 020 7382 7037

SMS textphone 020 7256 9577 3342

Barbican Centre

Comprises concert hall, theatres, cinemas, a lending library, conference facilities, restaurants and bars. The main entrance at Silk Street is ramped, lifts give access to all levels. Accessible WC facilities are provided on levels -2, -1, 0, 1, 2, 3, 4, and in both exhibition halls. Induction loops are available in the concert hall and cinemas. Infra-red neckloops or headsets are available in the theatres.

Disabled visitors who are members of the Access Membership scheme may be entitled to discounted tickets (subject to availability). For more information or to receive a copy of the comprehensive Access Guide (revised 2001), contact the box office:

Phone: 020 7638 8891

Minicom: 020 7382 7297

Fax: 020 7382 7270

E-mail: access@barbican.org.uk

Website: <http://www.barbican.org.uk/visitor-information/disability-access>

Golden Lane Leisure Centre (Closing for refurbishment until 2012)

The Golden Lane Leisure Centre is located on the Golden Lane Housing Estate, EC1 and its entrance is by way of a ramp from street level in Fann Street. There are two outdoor courts for tennis and netball and an indoor sports hall for badminton, volleyball and short mat bowls and a 20x8m swimming pool. There are also facilities for table tennis, tennis and swimming lessons, exercise classes, judo, yoga, a sub-aqua club and a swimming club. They also have a range of equipment for hire and purchase. Please ring the number below for an update or make enquiries on sportsdevelopment@cityoflondon.gov.uk.

Bookings and enquiries phone: 020 7250 1464.

Guildhall

The **West Wing entrance** from the Guildhall Yard is level. Accessible WC facilities are located at the ground floor reception area of the West Wing.

The **North Wing entrance** is accessed from Basinghall Street or Aldermanbury, EC2 by way of the Piazza and is a level entrance by a side pass door with a push pad control. There is a platform lift to reach reception and lift access to all floors. There are two accessible WC facilities on the ground floor.

Induction loops are available for hearing aid users with a 'T' switch in all the major function rooms.

Great Hall - level entrance from the North Ambulatory.

Crypt - platform lift.

Old Library and Old Museum – lift access

If you wish to visit, please speak to the Events Team for information on 020 7332 1460/1461/1462/1463.

A wheelchair is available on request for use within the Guildhall. Please ask at Reception.

Phone: 020 7332 3780.

Parking is available for Blue Badge holders **by prior arrangement**. For information, contact 020 7332 3553.

Libraries -

The City has three lending libraries and two reference libraries:

Barbican Library (in Barbican Centre, Silk St, EC2)

Phone: 020 7638 0569

Fax: 020 7638 2249

Camomile Street Library, 12-20 Camomile Street EC3.

Phone: 020 7332 1855

Shoe Lane Library, 1 Little New Street, EC4.

Phone: 020 7583 7178

Guildhall Library (Entrance in Aldermanbury, EC2)

Phone: 020 7332 1868/1870

Fax: 020 7600 3384

City Business Library (now in the same premises as the Guildhall Library, Aldermanbury, EC2)

Phone: 020 7332 1812

E-mail: cbl@cityoflondon.gov.uk

All lending libraries have level or ramped entrances. The Guildhall and Business Library are accessed from Aldermanbury where a platform lift rises to library entrance level. All libraries have induction loops, usually at the information desk.

The Monument

Situated in Monument Street EC3, there are 311 steps up to the viewing gallery of this large stone column. The steps have a handrail on one side. The steps do not have colour contrast step nosings. There is no lift access but there are live views relayed from the gallery to visitors on the ground. For more information contact: 020 7626 2717.

Museum of London

The main entrance is level from the Barbican Highwalk.

Two eight-person lifts, one at Barbican gate 7 (at the junction of Aldersgate Street and London Wall) and one at Barbican gate 8 (in Aldersgate Street) are accessible from street level. An eight person lift within the Museum gives access to all floors.

Accessible WC facilities are available. Further information is available from

Phone: 020 7001 9844

Fax: 020 7001 9843

Tourist Information Centre

This is situated in St Paul's Churchyard, EC4. Advice and information can be provided on all major attractions in the City of London. For further information contact the Centre Manager on

Phone: 020 7332 1456/3456

Fax: 020 7332 1457

Tower Bridge

The exhibition 'The Tower Bridge Experience' brings the story of the Bridge to life. The main entrance is level. Wheelchair and scooter accessible lifts take visitors to all floors of the main exhibition. The Engine Rooms are beneath the Bridge, accessed via a staircase. Further information is available on:

Phone: 020 7403 3761

or, for

Group Bookings, 020 7407 9191

Fax: 020 7357 7935

St Paul's Cathedral

Although this iconic building is not maintained by the City of London Corporation, it has an accessible entrance through the South Churchyard and lift access to the Cathedral floor and Crypt. For further information, please ring 020 7236 4128 (recorded information line) or 020 7246 8350 (Mon-Fri, 9-5pm), website: www.stpauls.co.uk (type 'disabled access' into the search box)

Other sources of information

Below is a list of organisations that can offer further guidance on access for disabled visitors nationwide.

- DisabledGo is an online facility which offers access information on over a thousand buildings, including hotels, retail outlets, restaurants and leisure facilities: www.disabledgo.info
- Tourism for All UK, c/o Vitalise, Shap Road Industrial Estate, Shap Road, Kendal, LA9 6NZ, phone: 0845 124 9971, web site www.tourismforall.org.uk, Access advice: 0845 124 9974
- RADAR, 12 City Forum, 250 City Road, London, EC1V 8AF, phone: 020 7250 3222, web site www.radar.org.uk - they produce books 'Where to Stay' and 'Open Britain Guide Book'.
- National Trust, Access for All Office, 'Heelis', Kemble Drive, Swindon SN2 2NA – they produce a book on access to their properties, 'Access Guide', phone 01793 81634 or email, accessforall@nationaltrust.org.uk

- *Transport Direct* is a travel information and journey planning service for Great Britain, launched by the Department for Transport:
<http://www.transportdirect.info/Web2/Home.aspx>

A guide to many of the galleries and museums in England and Wales can be found at www.goodgalleryguide.com

We do hope you have found this booklet helpful. If, however, you can think of any way in which it can be improved, do please let us know.

We hope you have enjoyed visiting the City of London and would like to return.

**This information
is published by**

The City of London Corporation
P O Box 270
Guildhall
London EC2P 2EJ

and is available in alternative
formats on request. Please
contact the Access Team on
020 7332 1995: (Phone) or
18001 020 7332 1995 (Typetalk)

June 2010