

Who we are

Thurrock Diversity Network Limited is a not-for-profit organisation, working to promote the physical, emotional, mental well-being of the community, Thurrock Diversity Network Limited campaigns through User-Led consultation and co-production initiatives to shape & influence local and national policies and strategies affecting disabled people of all impairment types.

We support and encourage disabled people's active participation and full integration into society.

Contact Us

We are based in The Beehive Resource Centre in Grays

Our office hours are Monday – Friday 9am to 5pm.

For more information about what we do, visit: www.thurrockdiversity.net

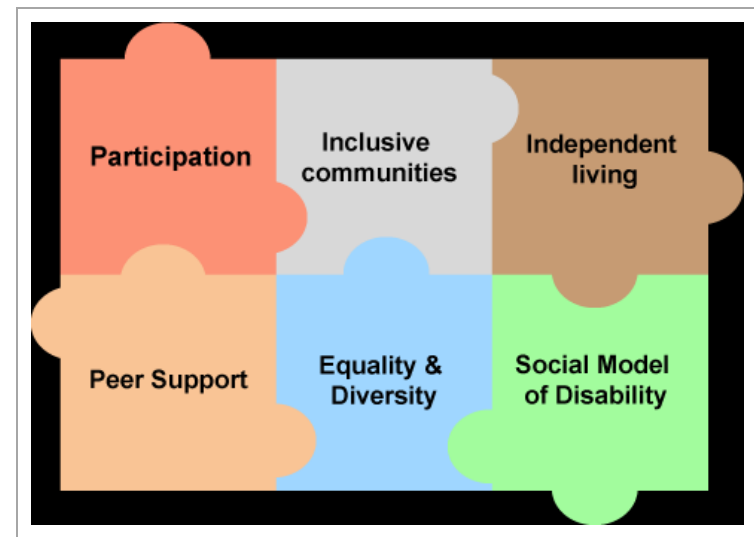
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Access Guide to the Thameside Theatre



**PRODUCED BY THURROCK
DIVERSITY NETWORK LIMITED**

Compiled as part of Disabled Access Day 2016
FOR INFORMATION ONLY



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The Beehive, West Street, Grays, Essex RM17 6XP


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Note:

To ensure that your visit to the Thameside Theatre is as comfortable and enjoyable as possible, please contact the venue when planning your visit.

To discuss any access requirements or to request a wheelchair accessible space, please contact:

 **0345 300 5264** Monday to Friday between 9am and 5pm, and Saturdays between 10am and 1pm and ask to speak the Ticketing Team. The box office counter is open on Saturdays only, from 10am to 1pm.

■ Or email thameside.theatre@thurrock.gov.uk
24 hour online booking at: www.thurrock.gov.uk/theatre

The Thameside Theatre Seating Layout is available [here](#)

Assistive Technology, Support & Performance Accessibility (continued)

- There are 8 accessible spaces for wheelchair users in row letter O of the auditorium. These are only available via the Ticketing Team in advance, and cannot be booked online.
- There is illuminated signage throughout the auditorium.
- The venue does not currently offer signed or described performances.
- Ushers are present to provide assistance or to guide people through the venue.
- The Theatre offers relaxed performances.
- There is a wheelchair available on site for emergency use.
- The bar does not have a lowered section for wheelchair users, however, staff will provide assistance upon request.
- For any performance containing strobe lighting, pyrotechnics or gun shots/loud bangs, a notice is displayed on the doors of the auditorium.
- Guide and Hearing Dogs are welcome in the auditorium
- A visit to the venue can be arranged in advance of a performance so individuals to aid familiarity with the space.
- Staff are able to let individuals into the auditorium first to avoid the shock of large crowds. A dedicated area can be allocated for individuals to take a break if needed.
- In case of emergency evacuation, the auditorium is fitted with fire doors. Individuals with restricted mobility are advised to remain seated and to await instruction from Fire Marshalls and the Fire Service.

Further information

To discuss any access requirements please contact the Thameside Theatre on **0345 300 5264** and ask to speak the Ticketing Team.

Why produce this Access Guide?

Thurrock Diversity Network Limited



Thurrock Diversity Network Limited is a local Community Benefit Society. We work alongside disabled adult residents of Thurrock, focusing upon equality, independent living & inclusive communities.

Disabled Access Day – 12th March 2016

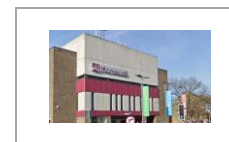


Thurrock Diversity Network Limited decided to get involved on Disabled Access Day 2016. The annual initiative is aimed at all disabled people, their families, friends and carers. It is all about showcasing accessible venues and facilities across the U.K, increasing inclusion and participation of Disabled people in society.

More information is available at:

www.disabledaccessday.com

Site visits to the Thameside Theatre



Thurrock Diversity Network Limited arranged 2 site visits to the Thameside Theatre, as a way of finding out about the accessibility of the venue, its facilities for Disabled people. We then compiled our findings in this useful Guide.

Internal Lifts, Ramps & Staircases



- The theatre itself is on the 3rd floor of the building.
- There are 2 passenger lifts in the building for public use.
- There are internal staircases in the building with intermediate landings.
- The handrails are continuous on both sides.
- There are no internal ramps in the building for public use.

Accessible Toilet Facilities



- There are 2 wheelchair accessible toilet (WC) facilities in the venue, both are RADAR key protected.
- 1 on the ground floor and 1 on the second floor.
- The grab rails are not colour contrasted with the background.
- The hand washing and drying facilities are within easy reach of anyone sitting on the WC.
- There is an emergency pull-cord that reaches down to the floor.

Assistive Technology, Support & Performance Accessibility

- The Theatre operates a concessionary ticketing policy for Disabled people and their Carers.
- The main auditorium is fitted with an infra-red hearing system.
- There is no public telephone in the venue. There is no text phone in the venue.
- Theatre management and staff are provided with Disability Equality and Awareness Training. Staff have received Dementia Awareness training.

The 5 Key Areas

Introduction

We designed and developed over 40 detailed questions, divided into 5 Key Areas: **Exterior Entrance & Car Park, Foyer & Reception, Internal Lifts, Ramps & Staircases, Accessible Toilet Facilities, Assistive Technology, Support & Performance Accessibility.** In creating this Guide we have adopted the Social Model of Disability – focusing upon the removal of barriers to access for people of all impairment types.

Exterior: Entrance & Car Park

- There is a Pay & Display car park in the vicinity on Cromwell Road.
- There are 3 designated Disabled parking bays for Blue Badge Holders on Titan Road, towards the front of the venue.
- The 3 designated Disabled parking bays for Blue Badge Holders are approximately 25 metres from the entrance of the venue.
- The surface of the car park is tarmac.
- The car park is well lit by street lighting.
- There is a bus stop approximately 160 metres from the venue.
- The route to the main entrance is clearly signposted.
- There are dropped kerbs where necessary.
- There are 2 ways to access the main entrance i) by ramp, which is gradual and has a level platform at the top of the ramp; and ii) by 2 steps, which have hand rails on both sides with a tactile warning strip at the top of the steps.



Foyer & Reception

- The main entrance has an automatic set of double doors, which make a noise when opening and closing.
- The windows within the door are colour contrasted from the door frame.
- The flooring in the entrance is tactile and of firm texture.
- Part of the reception desk is at wheelchair accessible height.
- The reception area has a portable hearing induction loop.
- There is seating in the waiting area.
- There is a mix of seats with arms and seats without arms.
- There is space for a wheelchair-user to wait.
- All of the public areas on the ground floor are wheelchair accessible.
- The foyer and reception could benefit from larger and more greatly illuminated exit signs to assist people with visual impairments.

