



AccessAble
Your Accessibility Guide

The new name for DisabledGo

Lillian Penson Hall

The University of London, 15-25 Talbot Square, London, W2 1TT

020 7862 8881 (tel:020 7862 8881)

Send email (<mailto:info.halls@london.ac.uk>)

Visit website (<https://halls.london.ac.uk/>)



Access Guide

Introduction

- Services / facilities within the building include accessible and standard catered accommodation.

Getting Here

By Road

View

- The building is located in central London near the A5 and the A40.
- There is parking for contractors only underneath the building.

By Bus

[View](#)

- The nearest bus station is for Paddington Rail Station and is located on the A4205 and serves routes 7, 23, 27, 36, 205, N7 and N205.

By Train

[View](#)

- The nearest train station is Paddington a distance of approximately 0.2 miles from the building. It should take approximately 5 minutes to complete this journey.

By Underground

[View](#)

- The nearest underground station is Paddington a distance of approximately 0.2 miles from the building. It should take approximately 5 minutes to complete this journey. Paddington is on the Bakerloo, District, Circle and Hammersmith and City Lines.
- **To view the web page described above click here (opens in new tab) (<http://www.nationalrail.co.uk/>).**
- The National Rail Enquiries Website.
- **To view the web page described above click here (opens in new tab) (<https://www.networkrail.co.uk/stations/paddington/>).**
- The Paddington Railway Station Website.

Useful Information

- **To see more information on Student Advice Centre please click here (opens new tab) (<https://london.ac.uk/ways-study/study-campus-london/student-services-and-support>).**
- Telephone Number: +44 (0)20 7862 8360.
- Offices for the Student Advice Centre are located in Senate House and Stewart House.
- **To see more information on Housing Services please click here (opens new tab) (<https://housing.london.ac.uk/>).**
- Telephone Number: +44 (0)20 7862 8880.
- Email: housing@london.ac.uk.

Building Parking



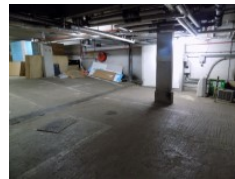
Photos



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-
- The building does have its own dedicated parking.

Building Car Park

View

- The car park can be used by visitors.
- There are no parking charges that apply on the day.
- The car park is located underneath the building off Conduit Street.
- The car park type is underground.
- The car park does have a height restriction barrier.
- The maximum height is 200cm (6ft 7in).
- Designated Blue Badge parking bays are not available.
- The route from the car park to the building is accessible to a wheelchair user.
- The car park surface is concrete.
- Clearly signed and/or standard marked parking bays are available.
- The on street standard parking bay(s) is/are located on Talbot Square.

Drop Off Point

[View](#)

- There is not a designated drop off point.

Comments

[View](#)

- Talbot Square parking is for resident permit holders only.

Outside Access (Main Entrance)



Photos



1



2



3

Entrance

[View](#)

- This information is for the entrance located at the front left off the building off Talbot Square.
- There is stepped access at this entrance.
- There is a bell/buzzer.
- The height of the bell/buzzer is 146cm (4ft 9in).
- There is not an intercom.
- A key card is required for access at this entrance.
- The height of the card reader/lock is 146cm (4ft 9in).
- There is a canopy or recess which provides weather protection at this entrance.
- The main door(s) open(s) automatically.
- The door(s) is / are single.
- The width of the door opening is 110cm (3ft 7in).

- There is a small lip on the threshold of the entrance, with a height of 2cm or below.

Step(s)

View

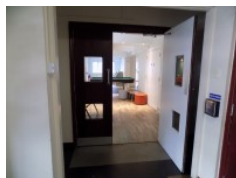
- There is a / are step(s) at this entrance.
- The step(s) is / are located in front of the entrance.
- There is / are 5 step(s) to access the entrance.
- There is not tactile paving at the top and bottom of the step(s).
- The step(s) is / are not clearly marked.
- The step(s) is / are deep (18cm+).
- The steps do have handrails.
- The handrails are on the left going up the step(s).

Outside Access (Accessible Entrance)

Photos



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4

Entrance

View

- This information is for the entrance located at the front right of the building off Talbot Square.
- There is ramped/sloped access at this entrance.
- There is a bell/buzzer.
- The height of the bell/buzzer is 115cm (3ft 9in).
- There is not an intercom.
- There is a canopy or recess which provides weather protection at this entrance.

- The main door(s) open(s) automatically (towards you).
- The door(s) is / are single.
- The width of the door opening is 86cm (2ft 10in).
- There is a second set of doors.
- The door(s) open(s) automatically (towards you).
- The door(s) is / are push pad activated.
- The door(s) is / are single.
- The door(s) is / are permanently held open (at the time of the survey).
- The width of the door opening is 88cm (2ft 11in).

Ramp/Slope

[View](#)

- There is a ramp/slope at this entrance.
- The ramp/slope is located in front of the entrance.
- The ramp/slope gradient is steep.
- The ramp is permanent.
- There is a level landing at the top of the ramp.
- The ramp does have handrails.
- The handrails are on both sides.
- The width of the ramp is 122cm (4ft).

Comments

[View](#)

- There is no way to open the entrance from outside the building. To enter via the entrance it necessary to have someone open it from the inside.

Reception



Photos



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- Lillian Penson Hall Reception is located in the main entrance foyer.
- The desk is 58m (63yd 1ft) from the accessible entrance.
- Clear signage for the reception area is not visible from the entrance.
- There is step free access to this reception area.
- The lighting levels in the reception area are bright.
- The reception desk/counter is high (110cm+).
- There is not a low section of the counter (76cm or below) available.
- The desk is staffed.
- There is not a hearing assistance system.

Comments

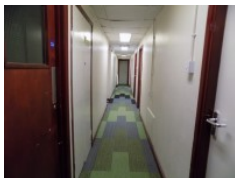
[View](#)

- The reception is clearly visible from the stepped main entrance.

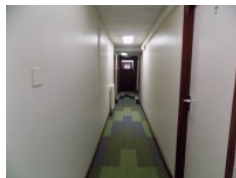
Getting Around



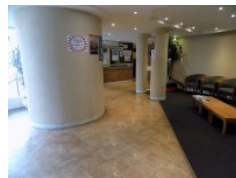
Photos



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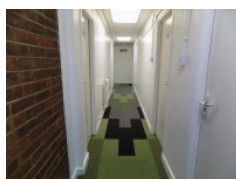
3



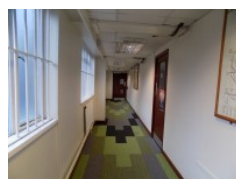
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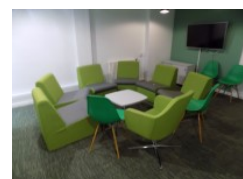
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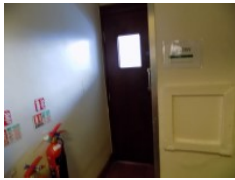
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9



10

Access

[View](#)

- There is step free access throughout the building via lift(s).
- There are doors in corridors which have to be opened manually.

Getting Around

[View](#)

- There is clear signage for building facilities/areas in the foyer/reception area.
- There is clearly written directional signage at key points of circulation routes.
- There is good colour contrast between the walls and floor in all areas.
- The lighting levels are good.
- This building does not play background music.
- There is not a hearing assistance system.

Comments

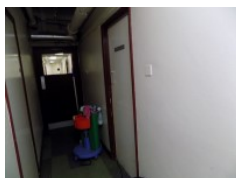
[View](#)

- The foyer area is shiny and may appear slippery.
- There are pantries in the building with a width of 50cm. An example of the entrance a pantry can be seen in photographs 9 and 10.

Laundrette



Photos



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-
- The laundrette is located on the basement floor.
 - It is accessed by a heavy manual single door with a width of 88cm.
 - There are no lowered clothes dryers.
 - Washing machines controls are at a height of 113cm.

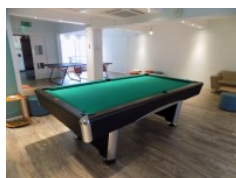
Eating and Drinking (Common Room)



Photos



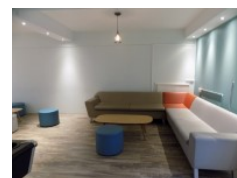
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-
- The following information is for the bar.
 - Full table service is not available.
 - Food or drinks are ordered from the service counter.
 - Food or drinks can be brought to the table.
 - Some tables are permanently fixed.
 - Some chairs are permanently fixed.
 - No chairs have armrests.
 - The nearest table is 5m (5yd 1ft) from the accessible entrance.
 - The distance between the floor and the lowest table is 37cm (1ft 3in).
 - The distance between the floor and the highest table is 106cm (3ft 6in).
 - The standard height for tables is 67cm.
 - There is ample room for a wheelchair user to manoeuvre.
 - Menus are not available in Braille.

- Menus are not available in large print.
- Picture menus are not available.
- Menus are not clearly written.
- Menus are not presented in contrasting colours.

Study Room

Photos



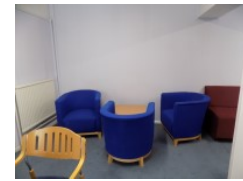
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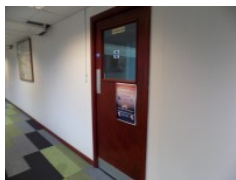
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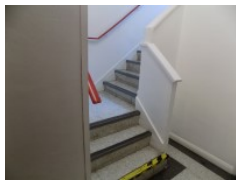


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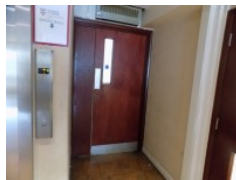
-
- The study room is located towards the front and middle of the building on the ground floor.
 - It is accessed by a set of heavy double doors that open towards you with a width of 148cm.
 - There are several tables available in the room with a height of 70cm.
 - Chairs with and without armrests are available in the room.
 - There is a partition between the study room and the lounge area.
 - The lounge area is accessed by a single heavy door with a width of 75cm that opens away from you.
 - The lounge entrance and the inside of the lounge can be seen in photographs 5 and 6.

Other Floors

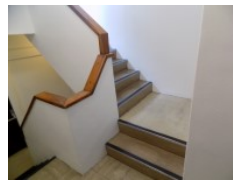
Photos



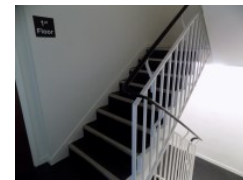
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Steps

View

- The floors which are accessible by stairs are B, G, 1, 2, 3, 4, 5 and 6.
- The stairs are located in the main entrance.
- The stairs are approximately 50m from the accessible entrance.
- There are 15+ steps between floors.
- There are manual, heavy, single doors to access the stairwell on all floors.
- The lighting levels are bright.
- The steps are clearly marked.
- The steps are deep (18cm+).
- The steps do have handrails.
- The steps have a handrail on both sides.
- There is a landing.
- There are additional staircases located around the building. As can be seen in photographs 3 and 4.

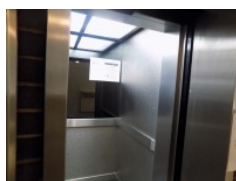
Lift (Common Room G, 1, 3, 5)



Photos



1

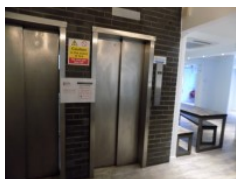


2

- There is a lift for public use.
- The lift is located to your right on entrance.
- The lift is a standard lift.
- The floors which are accessible by this lift are G, 1, 3, 5.
- Wall mounted information boards are not provided at lift landings.
- There are manual, heavy, single doors to access the lift lobby from the first floor upwards.
- The weight limit for the lift is 450kg.
- The lift is approximately 12m (13yd 4in) from the accessible entrance.
- Staff do not need to be notified for use of the lift.
- The clear door width is 75cm (2ft 6in).
- The dimensions of the lift are 110cm x 96cm (3ft 7in x 3ft 2in).
- There are not separate entry and exit doors in the lift.
- There is a mirror to aid reversing out of the lift.
- The lift does have a visual floor indicator.
- The lift does have an audible announcer.
- The lift does not have a hearing loop system.
- The lift does not have Braille markings.
- The lift does have tactile markings.
- The controls for the lift are within 90cm - 120cm from the floor.
- The lighting level in the lift is bright.

Lift (Common Room G, 2, 4, 6)

Photos



1



2

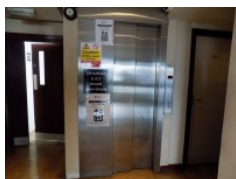
-
- There is a lift for public use.

- The lift is located to your right on entrance.
- The lift is a standard lift.
- The floors which are accessible by this lift are G, 2, 4, 6.
- Wall mounted information boards are not provided at lift landings.
- There are manual, heavy, single doors to access the lift lobby from the first floor upwards.
- The weight limit for the lift is 450kg.
- The lift is approximately 12m (13yd 4in) from the accessible entrance.
- Staff do not need to be notified for use of the lift.
- The clear door width is 75cm (2ft 6in).
- The dimensions of the lift are 110cm x 96cm (3ft 7in x 3ft 2in).
- There are not separate entry and exit doors in the lift.
- There is a mirror to aid reversing out of the lift.
- The lift does have a visual floor indicator.
- The lift does have an audible announcer.
- The lift does not have a hearing loop system.
- The lift does not have Braille markings.
- The lift does have tactile markings.
- The controls for the lift are within 90cm - 120cm from the floor.
- The lighting level in the lift is bright.

Lift (Foyer Floors B, G, 1, 3, 5)



Photos



1



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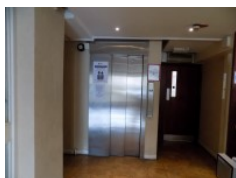
-
- There is a lift for public use.
 - The lift is located to the right of the entrance foyer.

- The lift is a standard lift.
- The floors which are accessible by this lift are B, G, 1, 3 and 5.
- Wall mounted information boards are not provided at lift landings.
- The weight limit for the lift is 300kg.
- The lift is approximately 50m (54yd 2ft) from the accessible entrance.
- Staff do not need to be notified for use of the lift.
- The clear door width is 60cm (1ft 12in).
- The dimensions of the lift are 110cm x 96cm (3ft 7in x 3ft 2in).
- There are not separate entry and exit doors in the lift.
- There is a mirror to aid reversing out of the lift.
- The lift does have a visual floor indicator.
- The lift does not have an audible announcer.
- The lift does not have a hearing loop system.
- The lift does not have Braille markings.
- The lift does not have tactile markings.
- The controls for the lift are within 90cm - 120cm from the floor.
- The lighting level in the lift is bright.

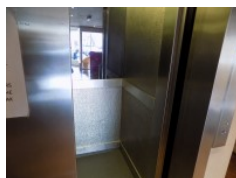
Lift (Foyer Floors B, G, 2, 4, 6)



Photos



1



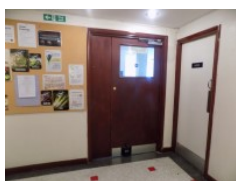
2

-
- There is a lift for public use.
 - The lift is located in the foyer area to your right as you face the reception.
 - The lift is a standard lift.
 - The floors which are accessible by this lift are B, G, 2, 4, 6.

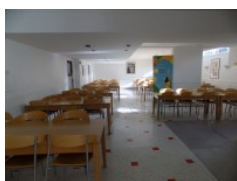
- Wall mounted information boards are not provided at lift landings.
- The weight limit for the lift is 300kg.
- The lift is approximately 62m (67yd 2ft) from the accessible entrance.
- Staff do not need to be notified for use of the lift.
- The clear door width is 60cm (1ft 12in).
- The dimensions of the lift are 110cm x 96cm (3ft 7in x 3ft 2in).
- There are not separate entry and exit doors in the lift.
- There is a mirror to aid reversing out of the lift.
- The lift does have a visual floor indicator.
- The lift does have an audible announcer.
- The lift does not have a hearing loop system.
- The lift does not have Braille markings.
- The lift does have tactile markings.
- The controls for the lift are within 90cm - 120cm from the floor.
- The lighting level in the lift is bright.

Eating and Drinking (Dining Room)

Photos



1



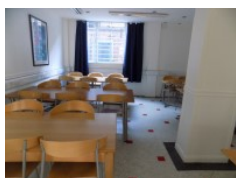
2



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-
- The following information is for the restaurant.
 - Full table service is not available.

- Food or drinks are ordered from the service counter.
- Food or drinks can be brought to the table.
- No tables are permanently fixed.
- No chairs are permanently fixed.
- No chairs have armrests.
- The nearest table is 7m (7yd 1ft) from the lift.
- The distance between the floor and the lowest table is 64cm (2ft 1in).
- The distance between the floor and the highest table is 72cm (2ft 4in).
- The standard height for tables is 64cm.
- There is ample room for a wheelchair user to manoeuvre.
- Plastic / takeaway cups are not available.
- Plastic / takeaway cutlery is not available.
- Drinking straws are not available.
- Menus are wall only.
- Menus are not available in Braille.
- Menus are not available in large print.
- Picture menus are not available.
- Menus are clearly written.
- Menus are presented in contrasting colours.
- The type of food served here is breakfast, dinner and brunch.

Opening Times

View

- Monday 08:00 - 09:30.
- Monday 18:00 - 19:30.
- Tuesday 08:00 - 09:30.
- Tuesday 18:00 - 19:30.
- Wednesday 08:00 - 09:30.
- Wednesday 18:00 - 19:30.
- Thursday 08:00 - 09:30.
- Thursday 18:00 - 19:30.

- Friday 08:00 - 09:30.
- Friday 18:00 - 19:30.
- Saturday 11:00 - 12:30.
- Saturday 18:00 - 19:30.
- Sunday 11:00 - 12:30.
- Sunday 18:00 - 19:30.

Accommodation



Photos



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Location of Accessible Accommodation

View

- The establishment provides 1 accessible accommodation facilities with an ensuite and/or separate accessible bathroom.
- There is level access from an accessible entrance.
- The room number viewed was 31.
- The width of the door to the room is 83cm (2ft 9in).
- The dimensions of the clear floor space are 250cm x 233cm (8ft 2in x 7ft 8in).
- The bed is 56cm (1ft 10in) high.
- Light switches are within 120cm (4ft) from floor level.
- There is not a functional emergency alarm in the room.

- No emergency alarm is fitted in the room.
- Other accessible facilities available in the bedroom are a push pad automatic door to access the room.
- Assistance dogs are welcome to stay with residents in accessible accommodation.

Accessible Bathroom

[View](#)

- The information relates to the ensuite.
- The dimensions of the bathroom are 235cm x 243cm (7ft 9in x 7ft 12in).
- The door opens outwards.
- The width of the door to the bathroom is 80cm (2ft 7in).
- The door weight is heavy.
- There is not a functional emergency alarm in the bathroom.
- It is out of reach (higher than 10cm (4") from floor).
- The door is locked by a The door is locked by a twist lock.
- The height of the toilet seat above floor level is 48cm (1ft 7in).
- There is a toilet roll holder.
- The toilet roll holder can be reached from seated on the toilet.
- The toilet roll holder is placed higher than 100cm in height.
- The height of the toilet roll holder is 102cm (3ft 4in).
- There is a wash basin.
- The wash basin can be reached from seated on the toilet.
- The height of the wash basin is 72cm (2ft 4in).
- There is a mixer tap.
- The tap type is lever.
- There is a lateral transfer space.
- The measurement of lateral transfer space is 170cm (5ft 7in).
- As you face the toilet pan the transfer space is on the right.
- There is a dropdown rail on the transfer side.
- There is a flush on the transfer side.

- Wall mounted grab rails are available for the toilet.
- As you face the toilet pan the wall mounted grab rails are on both sides.
- There are mirrors.
- The mirrors are not placed at a lower level or at an angle for ease of use.
- Disposal facilities are available.

Bath and Shower

[View](#)

- There is not a bath.

Wheel In Shower

[View](#)

- There is a wheel in shower.
- The shower head height is adjustable.
- The type of shower controls used are twist/turn.
- The shower seat is flip-down.
- The shower seat height is 46cm (1ft 6in).
- There are handrails available for the shower.

Colour contrast and lighting in accessible rooms

[View](#)

- The colour contrast between the external room door and wall is good.
- The colour contrast between the walls and floor is good.
- The colour contrast between the internal room door and wall is good.
- The colour contrast between external ensuite / bathroom door and wall is poor.
- The lighting levels are bright.

Colour contrast and lighting in accessible bathroom

[View](#)

- The colour contrast between the internal bathroom door and wall is poor.
- The colour contrast between the walls and floor in the bathroom is poor.
- The colour contrast between the drop down rails and wall is poor.
- The colour contrast between the grab rails and wall is poor.
- Lighting levels are bright.

Auxiliary Aids - General

[View](#)

- Some of the rooms have auxiliary aids for people with sensory impairments.
- Available auxiliary aids include flashing alarms.
- Flashing fire alarms are in rooms.
- The accommodation does not provide other auxiliary aids for people with mobility impairments.
- Assistance dogs are welcome to stay with residents in standard rooms.

Ground Floor Rooms

[View](#)

- Ground floor rooms do have level access.
- Rooms are located throughout the ground floor.

Standard Rooms on Other Floors

[View](#)

- There are standard rooms on other floors.
- The other floors can be accessed by lift.
- There is level access to standard rooms on other floors.
- Adjoining rooms are not available.

Accessible Toilet



Photos



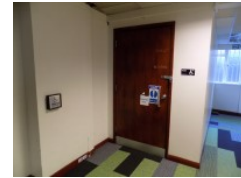
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- Accessible toilet facilities are available.

Location and Access

View

- The toilet is for the sole use of disabled people.
- There is Braille, tactile and pictorial signage on or near the toilet door.
- This accessible toilet is approximately 25m (27yd 1ft) from the accessible entrance.
- This accessible toilet is located in the centre of the building on the ground floor.
- There is level access to this accessible toilet.

Features and Dimensions

View

- This is a shared toilet.
- A key is required for the accessible toilet.
- The key is not a radar key.
- The key can be obtained from reception.
- The door opens outwards.
- The door is locked by a twist lock.
- The width of the accessible toilet door is 83cm (2ft 9in).
- The door is heavy.
- The dimensions of the accessible toilet are 163cm x 272cm (5ft 4in x 8ft 11in).
- There is a clear 150cm x 150cm manoeuvring space in the accessible toilet.

- There is a lateral transfer space.
- As you face the toilet pan the transfer space is on the left.
- The lateral transfer space is 124cm (4ft 1in).
- There is a dropdown rail on the transfer side.
- There is a flush on the transfer side.
- The tap type is lever.
- There is a mixer tap.
- There is an emergency pull cord alarm in the cubicle.
- The emergency pull cord alarm is not fully functional.
- The alarm was out of reach (higher than 10cm (4") from floor) when surveyed.
- Disposal facilities are available in the cubicle.
- There is a/are female sanitary, non-infectious waste and open waste paper bin disposal units.
- There is not a/are not coat hook(s).

Position of Fixtures

View

- Wall mounted grab rails are available for the toilet.
- As you face the toilet the wall-mounted grab rails are on both sides.
- There is not a shelf within the accessible toilet.
- There is not a mirror.
- The height of the toilet seat above floor level is 48cm (1ft 7in).
- There is not a hand dryer.
- There is not a towel dispenser.
- There is a toilet roll holder.
- The toilet roll holder can be reached from seated on the toilet.
- The toilet roll holder is placed higher than 100cm (3ft 3in).
- The height of the toilet roll holder is 102cm (3ft 4in).
- There is a wash basin.
- The wash basin can be reached from seated on the toilet.

- The wash basin is not placed higher than 74cm (2ft 5in).
- There is a soap dispenser.
- The soap dispenser cannot be reached from seated on the toilet.
- The height of the soap dispenser is 93cm.

Colour Contrast and Lighting

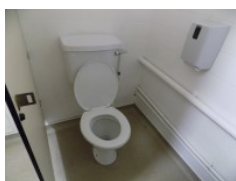
[View](#)

- The contrast between the internal door and wall is good.
- The contrast between the external door and wall is good.
- The contrast between the wall-mounted grab rail(s) and wall is poor.
- The contrast between the dropdown rail(s) and wall is poor.
- The toilet seat colour contrast is poor.
- The contrast between the walls and floor is good.
- The lighting levels are bright.

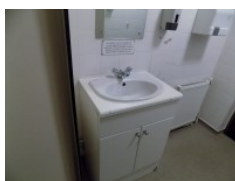
Standard Toilet(s)



Photos



1



2

Location of Standard Toilet(s)

[View](#)

- There are male and female standard toilets facilities on the basement floor and the ground floor.

Standard Toilet Surveyed

[View](#)

- A male standard toilet was surveyed.

- The toilet surveyed is located between the first and second entrance doors of the accessible entrance.
- There is a female standard toilet in the same location.
- There is step free access to the standard toilet(s) surveyed from the entrance.
- There is not a/are not cubicle(s) suitable for ambulant disabled people in the standard toilet(s) surveyed.
- Lighting levels in the standard toilet surveyed are good.