

ACCESS STATEMENT FOR ABC LANGUAGES

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our students/visitors.

Introduction

Welcome to ABC Languages Cambridge – language services plain and simple.

We've been here for over 30 years, helping our clients communicate, whatever the language, whatever their need.

We teach English as a Foreign Language. ABC is family owned and managed, and professionally accredited: You'll get personal attention from people who care, with the assurance of quality and accountability.

ABC Languages is situated in the historic city centre of Cambridge in a multi-storey building that is easily reached by foot, by bus, bike or car. We have access to 6 classrooms, three of which are located on the ground floor with step-free access once inside the building. An accessible toilet, reception and student refreshment area is available at ground floor level, all with step-free access.

This information is available in different formats. Details of our products and services can be found on our website www.abclanguages.com.

We look forward to welcoming you. If you have any queries or require any assistance please phone +44 (0)1223 417143 or email office@abclanguages.com.

Pre Arrival

- For a map of how to reach us please see the location section of our website. Alternatively, you can plan your journey by car or public transport using www.transportdirect.info; simply enter your UK postcode and ours, which is CB2 1UB to get directions.
- The nearest railway station is Cambridge, which is 2 miles away (20 minutes by bus, 10 minutes by car). Taxis are available at the station. If you require an accessible taxi, you can book this in advance, see contact information for details.
- The nearest bus stops are in Emmanuel Street and St Andrew's Street which is 0.4 miles from our entrance - ask the driver for the stop 'City Centre.' There is a shelter and seating. The route is normally operated by a wheelchair accessible bus. The Citi 1, 3 and 7 run to/from the city centre every 10 minutes Monday – Saturday and every 30 minutes on Sundays.
- The main road outside ABC Languages has a wide paved path. This may be slippery in wet weather.
- We can provide information on local services for disabled people such as Shopmobility and RADR toilets.
- We have information about accessible accommodation, attractions, tours and places to eat out in the city and surrounding area.

Car Parking and Arrival

- There is no on-site parking, but Park Street multi-storey car park is situated opposite our main entrance. The car park provides 390 spaces, 7 of which are designated for blue badge holders.
- The parking surface is tarmac with a level path leading out of the car park to the main street.
- Visitors can be dropped off 15m from our entrance with level access to a dropped kerb.
- There are inward-opening manual double doors at the entrance which is 1800mm wide. These can be held open with the hooks provided. There are 3 stone steps leading to these doors – a ramp is available for wheelchair users. There is a call button to alert a member of staff to assist those requiring assistance in using the ramp and opening the door.

Main Entrance / Reception

- Reception is on the ground floor and has level access throughout.
- The floor surface throughout the lobby is coir matting.
- There is ample room for a wheelchair/pushchair to manoeuvre and turn.
- The area is evenly and well lit with overhead lighting.
- There are seats available opposite the reception desk.
- The position of the reception desk is 120cm high. A low table is available in the lobby which can be used as an alternative space for registration.
- A portable hearing loop system is available at reception for use throughout the building and staff have been trained in its use.
- A magnifying glass, pen and paper are available at reception.
- Entry to our accessible toilet is from the corridor leading off the main reception.
- A familiarisation tour is available on request.

Student Refreshment Area

- This area is situated on the ground floor and is wheelchair/pushchair accessible.
- There is a high bar with a serving counter, which can be accessed from a seated position.
- Internet access is available from a PC, accessible from a seated position.
- Wireless internet is also available free of charge for those with portable devices.
- There is ample room for a wheelchair/pushchair to manoeuvre and turn.
- There is a television showing world news without sound and with subtitles.

Public Toilets

- Toilets are located on the ground floor with level access.
- There is a unisex accessible toilet, open to all and described below:
 - A light, easy open door 900mm wide.
 - 1200mm transfer space to the right of the toilet, when facing the toilet.
 - Toilet height is 400mm.
 - Horizontal rail on the side wall adjacent to the toilet
 - Colour contrast with critical surfaces; handrails are blue and toilet and washbasin are white.
 - An emergency alarm pull cord
 - Well lit with automatic fluorescent tube overhead

- Non-slip linoleum flooring
- Lever taps on the sink

Classroom

- Our ground floor classrooms have level access with an easy open door 800mm wide.
- There is ample room for a wheelchair/pushchair to manoeuvre and turn.
- The room has natural lighting and individually switched overhead lighting is available.
- A mobile hearing loop is available on request.
- Upright chairs without arms are provided. Chairs with arms are available on request.
- Tables have clear space of 700mm from the floor.
- The flooring is parquet style wooden flooring.
- The nearest accessible public toilet is in the main corridor on the same floor.
- Please contact us on +44 (0)1223 417143 to discuss any specific requirements you may have.

Additional Information

- All of our staff receive regular training that includes disability awareness training.
- We welcome trained assistance dogs. A water bowl is available at the main entrance for assistance dogs (on request).
- Clear signage is used throughout the building using Arial font large letters, black on a plain background.
- Arrangements can be made to charge a mobility scooter or battery powered wheelchair.

Future Plans

- We are planning a review of our access information provision over the next 3 months, your comments are welcome to assist us with this project.
- We are planning a review of our website to make it more accessible; your comments are welcome to assist us with this project.
- We intend to introduce a review and update of this statement at quarterly intervals. The most recent version will be available at www.abclanguages.com.

Contact Information

Address	ABC Languages The Cambridge Union Society 9a Bridge Street Cambridge CB2 1UB
Telephone	+44 (0)1223 417143
Email	office@abclanguages.com
Website	http://www.abclanguages.com
Grid Reference	Ordnance Survey grid reference TL 44913 58820

Hours of Operation We are open all year except during the Christmas and New Year holiday period. Reception opening times are: Mon 09.00 to 17.00, Tues-Fri 09.00 to 13.00, Sat & Sun closed.

Local Taxi Panther +44 (0)1223 715715

Local Bus Stagecoach +44 (0)1223 433250

This statement is available in large print. Please ask at reception or email us at office@abclanguages.com