

## **Guide for visitors to the Learning and Skills Council Greater Manchester with an access requirement due to an impaired mobility**

If you are visiting the Learning and Skills Council Greater Manchester (LSC) at its premises in Arndale House, Arndale Centre, Manchester and you have an access requirement due to an impaired mobility then please inform your LSC host so that any necessary arrangements can be made.

This guide is to assist you in visiting our premises. Please contact your LSC host if you have any further requirements.

Access to Arndale House can be made via:

- the NCP Car Park (High Street) Podium
- inside the Arndale Centre, adjacent to Cannon Street, facing WH Smith Newsagents or
- from Cannon Street, adjacent to the Arndale Centre entrance.

### **1 Gaining Access via NCP Car Park/Podium on Level 7**

You should inform your LSC host that you have an access requirement due to an impaired mobility and will need help to gain entry to Arndale House via the Podium. You should inform your LSC host of your approximate time of arrival of so that they can meet you at the entrance to Arndale House next to the Disability Rights Commission (DRC) reception. Your LSC host will inform the DRC reception desk that they are expecting a visitor. (See No 4 below)

### **2 NCP Car Park - High Street**

If you are arriving by car/taxi – you will need to go to Level 7 in the NCP car park, drive towards the Podium, which is sign-posted for the DRC and press the NCP intercom at the barrier. There you need to ask to be given entry onto the Podium. You will need to explain that you have an impaired mobility and so cannot use the stairs. If there is a delay in the barrier being raised this may be because the control room is busy, so please be patient.

### **3 Parking on the Podium**

Generally there are spaces on the Podium car park. The designated disabled car parking spaces nearest to the entry to Arndale House are for DRC use **only** – not for general use. Please use any other vacant space.

#### **4 Gaining entry to Arndale House**

Arndale House is the tall building at the far end of the Podium from the barrier. You should go to the entrance to Arndale House, using the ramp if necessary, where **you should be met by your LSC host** if they are aware of your arrival. (See No 1 above)

If there is a delay in your LSC host meeting you, please press the button on the DRC's intercom. You should tell the receptionist that you are here to see a member of staff from the LSC and the doors will be opened for you. You should proceed through the automatic doors to the stairwell and the lift lobby. You should use the lifts and proceed to Floor 9 where the main LSC reception is located. The buzzer can be found on the right hand side of the main entrance doors to the reception. Please press the buzzer and the LSC receptionist will open the door for you. The LSC receptionist will advise your LSC host that you have arrived. Your LSC host will meet you in the reception area.

#### **5 While in Arndale House on LSC Premises**

As a visitor to the LSC you will need to know what to do in the event of an emergency evacuation. It is the responsibility of your LSC host to inform you about this. If you have a condition that might restrict your ability to use the stairs in an emergency, please mention this in confidence to your LSC host. Arrangements can then be put in hand to ensure your speedy and safe evacuation should such an emergency occur.

#### **6 Exiting Arndale House via the Podium**

If you need to exit Arndale House via the Podium, your LSC host should accompany you out of the building by walking with you to the lift area and accompanying you in the lift to Floor 2. It has been agreed with the NCP owners and the DRC that any visitors to the LSC who have an impaired mobility can have their parking ticket validated to ensure **free exit** through the external barriers of the car park. Your LSC host should take you into the DRC reception area and request that the DRC receptionist validate your parking ticket. You will then have up to 30 minutes to exit the car park.

#### **7 Exiting the Podium/Car Park**

After driving across the Podium, you will need to press the NCP intercom at the barrier in order to request the barrier to be raised so that you can exit through the car park. If there is a delay in the barrier being raised this may be because the control room is busy, so please be patient. You should then drive out of the main car park area to the external barriers and use your validated ticket in order to exit.

## **8 Gaining access via Lower Mall Reception, Arndale House**

All visitors not arriving via the Podium, will have to register at the main reception desk on the ground floor. The LSC reception will then be informed of your arrival. You will be directed to the main lift area and advised to proceed to the LSC reception on Floor 9. The LSC receptionist will inform your LSC host that you have arrived. Your LSC host will meet you in the reception area.

## **9 Exiting Arndale House via Lower Mall Reception**

If you are exiting Arndale House through the Arndale Centre, you will need to return to the LSC reception to sign out. Using the lifts, proceed to the Lower Mall Reception and sign out at the main reception desk. You can then leave the building by using the doors that lead directly into the Arndale Centre or the doors that lead outside to Cannon Street.

## **10 Shopmobility Manchester**

Shopmobility is available for anyone, regardless of age, who feels that getting round the city centre is difficult for them. Visitors to the LSC can use this service free of charge. Shopmobility have a shop in the Arndale Centre on the Lower Mall facing the Littlewoods Store, near the Information Kiosk. They moved in March 2003 from the Upper Mall. If you telephone Shopmobility, they can arrange to meet you in the NCP car park. **FREE PARKING** for users of Shopmobility is available in the High Street Car Park (NCP). Visitors can get to Shopmobility by using any of the lifts to the Lower Mall. They are open during the Arndale's shopping hours, seven days a week. Leaflets giving further details about Shopmobility Manchester are available from Shopmobility. If visitors want to use their services please call **0161 839 4060**. All users must join first– and it's **FREE**.

### **ALTERNATIVE FORMATS**

This document is available in alternative formats and other languages as required. Please contact Policy Adviser (Equal Opportunities) Lynne Williams on email [lynne.williams@lsc.gov.uk](mailto:lynne.williams@lsc.gov.uk) (tel: 0161 261 0448) or Stanton Durant on email [stanton.durant@lsc.gov.uk](mailto:stanton.durant@lsc.gov.uk) (tel: 0161 261 0440), or by post at: Learning and Skills Council Greater Manchester, 9<sup>TH</sup> Floor, Arndale House, Arndale Centre, Manchester M4 3AQ.