

Sea Locks and Customs

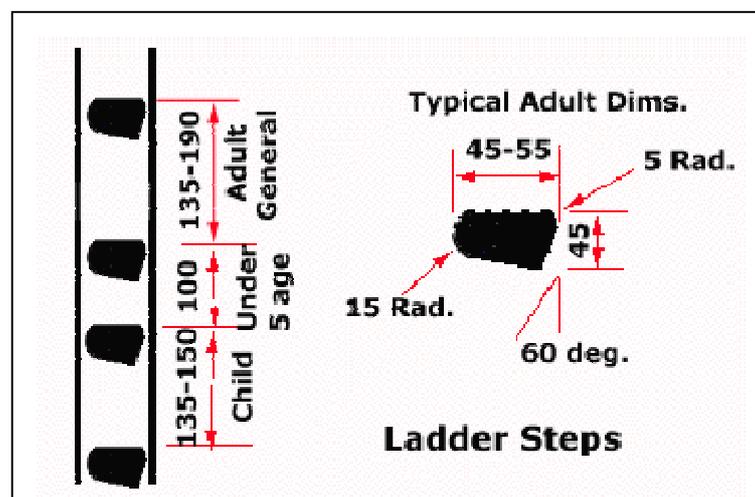
Sea locks need to be accessible to everyone, this means that all the accessibility features should appear in this area.

- ◆ Audible and flashing light warning of gate opening and closing should be available.
- ◆ All moving parts of the gates which protrude into potential walkways should be guarded by railings or where this is not practical by change of texture and colour of the walkway or fitting.
- ◆ Ladders to access boats from the wharf should be supplemented with a set of recessed steps provided with handrails on their inner side. (outside rails cannot be provided as people require access from vessels at all water levels.



- ◆ These should follow the standards for outdoor step design. Contrasting nosing should be on every step and the outside edge should have a contrasting colour edging.

Step rises should be kept to 150-170 mm and going should be at least 320 mm to provide safe footing. Risers must be solid. Where possible they should be at least 1200 mm wide to permit passing,



assistance another person or carrying baggage.

- ◆ Ladders and steps should have contrasting non-slip nosing be cleaned regularly to remove grease and weed growth which could make them slippery.
- ◆ Ladders should be designed so that people with low mobility and vision can use them safely. Handrails should extend 950 mm and guardrail 1200 mm above the wharf and step level, these should be 60 mm diameter and provide a positive gripping surface. Ladders should be 650-700 mm wide for single persons use.
- ◆ Vessels should have the option of contacting the gate controller and customs via radio. Personal visits by crew or passengers to these facilities can be arranged after the vessel has moved to an accessible dock. Signs giving details of this option should be available near the gate and sufficiently large to be read at a distance. These signs should be well lighted in low light conditions.
- ◆ Wharf edges should have a colour contrasted tactile textured band 400 mm wide set at 400 mm back from the edge, where there are no guard railings.
- ◆ Guardrails should be provided at 1300 mm height (as cyclists are likely users) along all wharf edges where possible. An 1800 mm wide clear space between the wharf edge and the guard rails allows safe working space for mooring etc.
- ◆ Where gates have footways crossing them gate keepers should ensure that everyone has left the gate before initiating the swing. Warning bells and lights should inform people that the gate will be moving. Guard-rails should be placed on both sides of the gate walkway.
- ◆ Love gates or turnstiles should not be used to control entry as these are a problem for people using mobility aids or mobility vehicles and for people with low vision.
- ◆ Warning of flooding and water release from gates should be announced by both audible and visual signals.
- ◆ Wharf, gates and footways in this area should be well lighted to 200 Lux with steps and ladders lighted to 300 Lux for safety.
- ◆ Lock mooring should be available at all levels without requiring the crew to climb to wharf level. Alternatively crew should be able to obtain assistance from lock staff.
- ◆ The approach to the gates on water should be well lighted and sufficient guides should be provided to aid those with low vision.

1.1.1 Customs & Immigration

- ◆ Customs buildings should be fully accessible in all sections open to the public.
- ◆ The building access and internal features and fixtures should comply with accessibility standards for offices.
- ◆ Wheelchairs and other mobility vehicles or aids which have been transported in the hold should be returned as soon as possible after landing.
- ◆ Staff assisting disabled passengers through the terminal should also be ready assist them with the retrieval and carriage of baggage.
- ◆ A low level section should be provided at all information and interview desks.
- ◆ A loop system should be available at the reception point
- ◆ Where interviews are made and privileged or personal information is being discussed hardwired earphones should be available. Loop systems can be tuned in 50 or more metres away.
- ◆ All documentation should be available in alternate formats and where deemed necessary in alternate languages.
- ◆ Staff at immigration and customs desks should receive disability awareness training to enable them to deal effectively and sensitively with disabled passengers.
- ◆ The physical design of baggage areas and aisles in immigration and customs areas, should allow for the passage of wheelchair users and passengers being transported in alternative mobility vehicles.
- ◆ Where existing locks have only stepped access to the harbour facilities, staff should be prepared to carryout customs and immigration procedures on small vessels.

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