

# Disability Access Risk Assessment

Conducted at

Wilton Town Council



Suggested date for review:

**November 2025 - or if there are any significant changes, whichever is soonest.**

**T:** 0800 8620066  
**E:** support@bisonassist.co.uk



Address of premises: Council Offices, Kingsbury Square,  
Wilton SP2 0BA

Responsible person (e.g. employer) or  
person having control of the premises: Clare Churchill

Assessor: Billy Fee

Reviewed by: Yan Spink-Herman

Date of disability access risk assessment: 27/11/2024

Site Representative (*):	Date & Time:	Signature:

*(\*) For responsible person to sign upon receipt of this risk assessment to validate it.*

*The purpose of this report is to provide a disability access risk assessment for these premises, and, where appropriate, to make recommendations to ensure compliance with the Equality Act 2010. The report does not address the risk to property or business continuity.*

---

*This disability access risk assessment should be reviewed by a competent person by the date indicated above or at such earlier time as there is reason to suspect that it is no longer valid, or if there has been a significant change in the matters to which it relates.*

# Contents:

---

## **Introduction**

## **Risk Assessment Goals**

## **Legislation**

## **Risk Assessment Report**

1.0 General Information

## **2.0 Disability Access Management & Controls**

## **3.0 Visual Inspection & Assessment of Risk**

3.1 Access & Car Park

3.2 Horizontal Circulation

3.3 Vertical Circulation

3.4 Public Circulation

3.5 Signage

3.6 Alarms

3.7 Toilets

## **4.0 Records**

## **5.0 Risk Rating**

## **6.0 Action Plan**

## **Introduction**

---

We recently visited your premises at Council Offices, Kingsbury Square, Wilton SP2 0BA, to carry out a Disability Access Risk Assessment in line with The Equality Act 2010.

The aim of this survey is to assess the risk to life or injury, of those who are disabled, while accessing these premises, and, where appropriate, to make recommendations to ensure compliance with the relevant legislation.

All the recommendations that are made in your report are aiming to account the specific requirements of the site, what is reasonably and practicable with consideration of manpower and budgeting. This risk assessment is only effective if you and your staff act on it. Therefore, in order to achieve compliance, the action recommended in this assessment must be undertaken.

As a result of the disability access risk assessment carried out at Wilton Town Council, Bison Assist recommends a review to be carried out on November 2025 - or if there are any significant changes, whichever is soonest..

## **Limitation**

---

The disability access risk assessment was carried out only on parts of the building which were made available on the day.

We will not include in our report any parts of the building which were not made available to our team. Please note that exclusion of such parts does not indicate their absence. While we make every endeavour to ascertain the correct information regarding the site layout and systems, our consultant must rely on staff knowledge and any available relevant documentation. Lack of such knowledge or information may lead to assumptions on the part of the consultant.

Whilst every effort has been made to ensure the accuracy of the content of this document, Bison Assist Ltd will accept no responsibility for any omissions.

T: 0800 8620066  
E: support@bisonassist.co.uk



## About Your Risk Assessor

---

Your risk assessor was Billy Fee. He holds all the appropriate competencies and experience to undertake this assessment of risk on behalf of Clare Churchill, who is the appointed responsible person in your organisation.

Bison Assist's risk assessors are regularly shadowed on the job. Their work will also be monitored, and their competencies regularly assessed. Find out more about your risk assessor's competencies and experience by emailing [support@bisonassist.co.uk](mailto:support@bisonassist.co.uk).

As your trusted partner in safety, here are some of the accreditations held by Bison Assist:



© Copyright Bison Assist Ltd

All rights reserved. No part of this publication, neither the printed copy or the electronic file, in whole or in part, may be reproduced or transmitted in any form or by any means, electronic or mechanical, including transmittal by email, by the file transfer protocol (FTP), through access by network, by photocopying, by recording, or by any information storage and retrieval system, without written permission from Bison Assist Ltd. The parties stated in this document at the location herein may only use this publication and copies there internally.

## Risk Assessment Goals

### Goal 1 - Risk Assessment: About Your Report

A risk assessment is typically the starting point on your journey to making your building inclusive for all users, this should contribute to a more comprehensive plan for the effective management and control of safe access, egress and experience for all who work within or visit your building, including those who have disabilities and require additional support.

Here is how we completed your risk assessment:

- Through visual inspection
- Observation of existing policies, procedures, records and other relevant documentation
- By gathering knowledge from members of your team, whilst we were on site.

### Goal 2 - Action Plan: Next Steps

Within the report, you will find an Action Plan section. It is vital that this is understood and implemented. Some of these actions may be achieved in house, by your responsible person or a member of your team, others will need to be carried out by specialists with the relevant qualifications, skills and competence. On receipt of this document, should you have any queries or would like any further assistance or advice, please do not hesitate to contact our Support team at [support@bisonassist.co.uk](mailto:support@bisonassist.co.uk).

Please remember, the risk assessment is the beginning of the journey, not the end.

The Health and Safety Executive warns: *"A risk assessment is only effective if you and your staff act on it. You must follow through with any actions required and review it on a regular basis"*.

### Goal 3 - Review: Legal Requirements

Risk management should always remain effective. Some risks that are "very low" today, may increase over time, therefore it is important that reviews are carried out annually.

The assessment should be reviewed regularly and, specifically when there is a reason to suspect that it is no longer valid. An indication of when to review the assessment and what needs to be reviewed should be recorded. This may result from, for example:

**T:** 0800 8620066  
**E:** support@bisonassist.co.uk



- A change in legislation.
- Alterations to the building, including internal layout.
- A change of use of premises.
- A significant increase in the number of personnel or the introduction of people with disabilities.
- A significant change to furniture and fittings.
- Receipt of an enforcement or prohibition notice or prosecution for a disability discrimination issue.
- Any situation that may jeopardise the safety of those within the building.

## Legislation

It is a legal requirement for every employer to conduct an assessment of the health and safety risks, arising out of their work activity. Under Regulation 3 of the Management of Health and Safety at Work Regulations 1999, the purpose of such assessment is to identify what needs to be done in order to control health and safety risks. Further applicable legislation to Safe Disability Access has been listed in table 1.0 – Applicable Legislation, below:

Legislation applicable to Premises:	Duties Imposed by the Legislation:
<ul style="list-style-type: none"> <li>Equality Act 2010</li> </ul>	<ul style="list-style-type: none"> <li>Appoint one responsible person to undertake any required preventative and protective control measures</li> </ul>
<ul style="list-style-type: none"> <li>The Management of Health and Safety Regulations 1999</li> </ul>	<ul style="list-style-type: none"> <li>Provide all staff with clear and relevant information on the identified accessibility risks for disabled users and measures taken in order to accommodate them</li> </ul>
<ul style="list-style-type: none"> <li>The Health &amp; Safety at Work Act 1974</li> </ul>	<ul style="list-style-type: none"> <li>Conduct a disability risk assessment of the premises</li> </ul>
<ul style="list-style-type: none"> <li>Lifting Operations and Lifting Equipment Regulations 1998</li> </ul>	<ul style="list-style-type: none"> <li>Identify the safety measures necessary as a result of the disability access risk assessment</li> </ul>
<ul style="list-style-type: none"> <li>The Building Regulations 2010</li> </ul>	<ul style="list-style-type: none"> <li>Implement the safety measures contained within the assessment using risk reduction principles</li> </ul>
<ul style="list-style-type: none"> <li>EN 16005: 2012 Power operated pedestrian door sets. Safety in use. Requirements and test methods</li> </ul>	<ul style="list-style-type: none"> <li>Implement safety arrangements for the continuing control and review of the measures</li> </ul>
<ul style="list-style-type: none"> <li>BS 5839 – Fire detection and alarm systems for buildings.</li> </ul>	<ul style="list-style-type: none"> <li>Comply with the specific requirements of the current regulations</li> </ul>
<ul style="list-style-type: none"> <li>Code of Practice for Thermostatic Mixing Valves</li> </ul>	<ul style="list-style-type: none"> <li>Keep the assessment current through regular review</li> </ul>
<ul style="list-style-type: none"> <li>BS 5499 – Safety signs and symbols</li> </ul>	<ul style="list-style-type: none"> <li>Keep written records of the findings and actions taken</li> </ul>
<ul style="list-style-type: none"> <li>HM Government guidance on Disability Access Risk Assessment</li> </ul>	<ul style="list-style-type: none"> <li>Inform non-employees, such as temporary staff or contractors of the relevant risks to them and relevant safety procedures</li> </ul>



## 1.0 General Information

---

### 1.1 Premises overview

Description of Building:	Period building of traditional construction on a terraced street.
Number of Floors:	3
Main use of premises:	Council Offices
Name of Responsible Person:	Clare Churchill
Approximate number of employees at any one time:	1-5
Approximate maximum number of visitors/ occupants/ others:	Varied footfall, visitors can exceed 50 when meetings are ongoing.
Persons involved or affected:	Visitors, Employees, Members of the public, Others
Are there any vulnerable groups which use the premises?	Yes
Are disabled persons at any risk while accessing the premises?	No

## 2.0 Disability Access Management & Controls

### 2.0 Disability Access Management & Controls

Has a responsible person been appointed to deal with disability access protocols? Yes

Risk: **Very Low**

Do records demonstrate that disability procedures have been defined and communicated to relevant staff? (incl. evacuation of disabled people in the event of an emergency) No

As an employer it is illegal to discriminate against an existing or potential disabled employee or visitor without justification. To prevent discrimination, the responsible person has the duty to make reasonable adjustments to policies, practices, procedures and/ or premises.

Specific details: Due to the business activities on site, it is not deemed appropriate to collect information for peep plans. The client stated that staff will assist but also that no relevant training was held.

Risk: **Low**

## 3.0 Visual Inspection & Assessment of Risk

### 3.1 Access & Car Parking

Does the site have any dedicated disabled parking for their premises? No due to restrictions imposed by the location of the premises

Specific details: No parking dedicated to this site. A public car park is available nearby with disabled spots available.

Do designated external routes appear to be safe to use by pedestrians, including wheelchair users? Yes

Risk:	Very Low
Has an adequate level of external emergency lighting been provided?	Not needed/High Street
Risk:	Very Low
Can external directional signage be deemed as adequate?	No external directional signage required due to the location of the premises
Risk:	Very Low
Can designated routes to evacuation points be reached safely by disabled people?	Yes
Risk:	Very Low
Has a drop kerb been provided, external to the building, in order to ease wheelchair accessibility?	Yes
Risk:	Very Low
Can the maximum width of pathways be deemed as adequate in order to facilitate safe travel? (if <1.2m should not exceed 6m travel)	Yes
Risk:	Very Low
Where thresholds are greater than 0.2m have ramps (including mobile ramps) been provided?	Yes

T: 0800 8620066  
E: support@bisonassist.co.uk



Are ramp surfaces anti-slip? (i.e. in wet conditions)	Yes	
Risk:		Very Low
Do ramps to thresholds appear to have suitable handrails? (incl. adequate colour contrasting)	Yes	
Risk:		Very Low
Can all external landings be deemed safe to use?	Yes	
Risk:		Very Low

### 3.2 Horizontal Circulation (hallways, entries, exists and landings) & Doors

Can the entrance be deemed prominent against surroundings?	Yes
Risk:	Very Low
At the time of the inspection, has the entrance been obstructed?	No
Risk:	Very Low
Does the threshold have weather protection available?	No
<p>Building Regulations (part C &amp; part M) set access requirements to ensure that the threshold of a dwelling entrance allows reasonable access to and from the building for both wheelchair users and ambulant people. The threshold design must also satisfy the provisions of, or be compatible with, other aspects of the Building Regulations, particularly in respect of minimising the risk of water ingress or damp entering the building.</p>	
Risk:	Low
Can the width of the main entrance door be deemed suitable for all service users?	Yes
Risk:	Very Low
Does the site operate mechanically assisted doors?	Not achievable due to the building restrictions
Risk:	Very Low
At the time of the visual inspection, were emergency exits free from storage and unobstructed so it can be safely accessed by disabled users?	Yes
Risk:	Very Low

Are internal emergency exit routes adequately lit?	Yes
Risk:	Very Low
At the time of inspection, were the hallways and landings free from slip or trip hazards?	Yes
Risk:	Very Low
Is adequate colour contrast provided between floors, walls and doors?	Yes
Risk:	Very Low
Can door handle designs be deemed appropriate for use by those with dexterity problems?	No
<p>Handles and locks should be easy to operate by disabled users and positioned so as to be accessible. It is recommended to ensure, where practicable, that all doors can be operated one-handed, without the need to grasp or twist. Therefore, knobs with a spherical, circular or similar design are not recommended Diagonal and vertical "D" type handles should be fixed at 900mm above floor level.</p>	
Specific details:	Handles installed are turn knobs.
Risk:	Low
Does the site have an adequate door entry system installed? (900mm above floor level)	Yes
Risk:	Very Low
Can the width between door frames be deemed as suitable? (750mm – 800mm)	Yes
Risk:	Very Low

**3.3 Vertical Circulation (stairs & lifts)**

Are internal stairs in good condition and fit for purpose?	Yes	
Risk:		Very Low
Have appropriate handrails been fitted to the stairwells?	Yes	
Risk:		Very Low
Is the surface of the stairs in good condition and free from hazards? (firm surface, no slip, trip or fall hazards)	Yes	
Risk:		Very Low
Do nosings fitted to stairs appear to be suitable and in good condition?	Yes	
Risk:		Very Low
Is adequate colour contrast provided between the nosing and the surface of the stair?	No	
<p>It is the responsible person's duty to ensure that all nosings can easily be distinguished through colour contrasting and luminance.</p>		
Risk:		Low
Can the lighting within the stairwells be deemed adequate?	Yes	

Risk:	Very Low
Does the site have an adequate platform lift installed?	Yes

Risk:	Very Low
Is there a sufficient number of evacuation chairs provided for the site?	Yes

Risk:	Very Low
Does the site have a passenger lift?	No

Passenger lifts should be provided, where possible, to ease access between levels and storeys. A disabled user needs sufficient space and time to enter and leave a passenger lift, particularly when sharing with other people. Lift sizes should therefore be chosen to suit the anticipated density of use of the building and the requirements of disabled people.



### 3.4 Public Circulation (reception, waiting area, lobbies, other rooms)

Have any unshielded obstructions greater than 1m been observed between the entrance route and reception?	No reception
Risk:	Very Low
Do floor surfaces appear to be firm and without slips and/or trip hazards?	Yes
Risk:	Very Low
Has the reception area been provided with adequate signage?	No reception
Risk:	Very Low
Have appropriate meet and greet systems been provided?	Not required/ Satisfactory controls in place
Risk:	Very Low
Does the site have an adequate public address system installed?	Not required
Risk:	Very Low
Has the site provided suitable hearing induction loop systems for users?	No
<p>In line with the Equality Act, the responsible person should make reasonable adjustments to accommodate disabled users, including those who are hearing impaired. Installing a fully functional hearing induction loop, will help those that are hard of hearing to communicate more effectively while on site</p>	
Risk:	Medium

Do wheelchairs have sufficient space for standing and manoeuvring without obstructing door swings?	Yes
Risk:	Very Low
Would it appear that a wheelchair may restrict other users within the waiting area, taking into consideration the furniture position?	No waiting area
Risk:	Very Low
Does it appear that the sitting area in the waiting area is fit for purpose?	No waiting area
Risk:	Very Low
<b>3.5 Signage (consider hearing impaired, vision impaired, non-English speaking etc.)</b>	
As far as it can be ascertained is signage appropriately located? (Location, Accessibility, Layout, Height etc.)	Yes
Risk:	Very Low
Can the font, size of lettering and use of symbols be deemed as appropriate, so that vulnerable groups can easily read them?	Yes
Risk:	Very Low
Can it be deemed that all the relevant signage are visible and well lit?	No

It is encouraged to only use signage and symbols within signs that have colour and luminance contrasted with their background. Materials for signs should have non-reflective surface and be well lit.

Risk:	Low
Is sufficient tactile signage provided throughout the site?	Not required/ Staff assist

Risk:	Very Low
Is additional signage that can ease disabled users access required?	No

Risk:	Very Low
-------	----------

**3.6 Alarms**

Are audible alarm systems installed (including smoke detectors)?	Yes
--	-----

Risk:	Very Low
Are visible alarm systems installed?	No

In line with BS 5839 requirements, the responsible person should ensure that suitable visible alarm system are installed. Flashing lights and text banners are two examples of visible alarms. Their purpose is to catch people’s attention, even if any building occupants are deaf. Visible alarms must not be so intense that they’re unsafe to look at directly or increase the risk of seizures in people with photosensitive epilepsy. To help with this, all strobes visible from a single location must flash simultaneously.

Risk:	High
-------	------

### 3.7 Toilets

Are toilets designated for disabled users available on site? No

Equality Act 2010 – Part 3 Service Provision: The responsible person is obliged under the Act to make reasonable adjustments to make their service accessible for all service users. These may include physical adjustments to overcome barriers of access.

Specific details: No toilets provided for disabled persons. The client outlined proposals for altering this but no plans are confirmed at the time of assessment.

Risk: Medium

Is there good contrast provision between the toilet door, walls and floors? Yes

Risk: Very Low

Are facilities, such as washrooms, fitted with TMVs in order to avoid the risk of scalding? None observed

Risk: Very Low

Can the surface area of the disabled toilet be deemed adequate for wheelchair access? (clear floor area of 2000mm x 2000mm) Space restricted due to building limitations

Risk: Very Low

Have appropriate handrails/ grab rails been installed? No

A counterbalanced single bar hinged support rail with an integral toilet roll holder should be provided. All support fittings should be designed to withstand an ultimate of 15kN (kiloNewtons).

Specific details: None.

Risk: Medium

Is the toilet located at a suitable height to allow easy transfer?	Not applicable due to space restrictions
Risk:	Very Low
Are hand basins installed at an adequate height to facilitate users with disabilities?	Not applicable due to space restrictions
Risk:	Very Low
Does the toilet have an emergency assistance system installed?	Not applicable due to the nature of the building
Risk:	Very Low
Has a mirror been installed at a suitable height?	No mirror
A full-length safety mirror should be fitted, set at maximum 300mm above floor level.	
Risk:	Low
Can the level of the lighting be considered adequate?	Yes
Risk:	Very Low
Is the light switch situated at a suitable height?	Yes
Risk:	Very Low

## 4.0 Records

### 4.0 Records

Has an equality policy been observed for the site?	Yes
--	-----

Risk:	Very Low
-------	----------

Do records show that staff receive adequate periodic training in order to deal with people with disabilities?	No
---	----

Disability awareness training should be provided periodically to all staff members who work alongside or/ and expected to offer support to disabled users.

Risk:	Low
-------	-----

Do records show that the site is gathering additional information for visitors and contractors in order to ensure that any potential additional support required for site attendance is met?	No
--	----

The site should not discriminate when gathering visitors and contractor’s information, therefore it is recommended that general “site attendance” forms are used. It is important to gather relevant information from anyone attending site in order to analyse how well commitments to different groups of people are met. Gathering relevant information supports in making important decisions when it comes to physically adapting the site for accommodating users with special requirements. Such information should also be used in referring any potential disabled users somewhere else in case there are building restrictions that can limit special user requirements.

Risk:	Low
-------	-----

Does the site have adequate service provision for accommodating disabled users? (e.g. closer to exists or escape routes)	No
--	----

Equality Act 2010 – Part 3 Service Provision: The responsible person is obliged under the Act to make reasonable adjustments to make their service accessible to members of the public. These may include physical adjustments or adjustments to policies, practices or procedures to overcome barriers of access.

Risk:	Low
-------	-----

Do records show that platform lifts are regularly serviced?	Yes
---	-----

Risk:

Do records show that suitable training has been provided for staff members in charge of using evacuation chairs?

No

It is highly recommended that anyone responsible for using an item such as an evacuation chair, transit-chair or recuse-sheet, has received the correct professional training. This will ensure the equipment is used safely, correctly and of course effectively, therefore minimising any risk of injury to the evacuee and staff member.

Risk:

Medium

Do records demonstrate that evacuation chairs are serviced in accordance with the manufacturer's instructions?

No

It is the responsible person's duty to ensure that means of evacuation, such as evacuation chairs, are safe to use, therefore these must be serviced in accordance with the manufacturer's guidelines – annually.

Risk:

Medium

Do records show that audible alarm systems are serviced regularly?

Yes

Risk:

Very Low

**Additional Information**

Observations:

The nosing on the accessible staircase was deemed appropriate, although the contrast between nosing and stair covering was minimal.

It is recommended that the client should implement a DAA WC to accommodate persons that have additional assistance requirements.

## 5.0 Risk Rating

---

### Risk Level

Please follow target dates if not advised otherwise

---

#### Very Low Risk

**No remedial action required** at the time of the Risk Assessment.

Very low likelihood for somebody with disabilities to get injured while on site. There are no actions required, however processes and protocols should be monitored in other to ensure no increase in the risk level.

#### Low Risk

Recommended actions to be completed within **6 to 12 MONTHS**.

Usually low likelihood for somebody with disabilities to get injured while on site. Recommended actions are completed within 6 to 12 months. These are usually actions which represent or suggest minor improvements to existing procedures or conditions in line with best practice guidance.

#### Medium Risk

Recommended actions to be completed within **3 MONTHS**.

Normal disability access hazards for this type of premises, generally subject to appropriate controls (other than mirror shortcomings). Recommended actions are completed within 3 months. These are usually actions that represent a medium level of risk to existing procedures or conditions which if ignored could escalate to high risk, therefore should be targeted.

#### High Risk

Recommended actions to be completed **IMMEDIATELY**.

Lack of adequate controls applied to one or more significant disability access hazards, such as to result in significant increase in likelihood of somebody with disability to get injured while on the premises. Recommended actions are completed as soon as reasonably practicable. These actions are classed as URGENT and IMPORTANT actions and directly relate to loss of control and exposure to unacceptable levels of risk



## 6.0 Action Plan

The remedial actions table highlights the issues identified during the assessment of Disability Access risk. It is highly recommended the actions priority is followed.

Once the actions have been completed, these are required to be confirmed through signature by the designated responsible person. Completion of actions will lower the Disability Access risk.

Action:	Priority:	Completion date:	Completed by:
Ensure the threshold allows reasonable access to and from the building for both wheelchair users and ambulant people.	Low		
Handles and locks should be easy to operate by disabled users and positioned so as to be accessible.	Low		
Ensure all nosings are easily distinguished through colour contrasting and luminance.	Low		
It is recommended that suitable hearing induction loop system is provided.	Medium		

Ensure all the relevant signage are visible and well lit.	Low		
It is recommended that visible alarm systems be installed.	High		
It is advised toilets designated for disabled users to be made available on site.	Medium		
It is recommended appropriate handrails/ grab rails to be installed.	Medium		
A full-length safety mirror should be fitted, set at maximum 300mm above floor level.	Low		
Recommend disability procedures to be defined.	Low		
Disability awareness training should be provided periodically to all staff members who work alongside or/ and	Low		

expected to offer support to disabled users.			
It is recommended that general "site attendance" forms are used, in order not to discriminate when gathering visitors and contractor's information.	Low		
Ensure reasonable adjustments are made to service accessible to members of the public.	Low		
Suitable training to be provided for staff members in charge of using evacuation chairs.	Medium		
Ensure evacuation chairs are serviced in accordance with the manufacturer's instructions.	Medium		

**T:** 0800 8620066  
**E:** support@bisonassist.co.uk



## Appendix - Photos

---

Please find below pictures taken on the day of the assessment:

