

# 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: The Pavilion, Castle Lane, Wilton  
SP2 0HG

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: 28/11/2024

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by a competent person by the date indicated above or at such earlier time as there is reason to suspect that it is no longer valid, or if there has been a significant change in the matters to which it relates.*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 The Pavilion, Castle Lane, Wilton SP2 0HG, 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](mailto: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:	Single storey changing facility located on a sports ground. External walls are traditionally constructed with a skate tile pitched roof. There are 3 final exits with external shutters for additional security. Photovoltaic panels have been installed.
Number of Floors:	1
Main use of premises:	Changing Facilities
Name of Responsible Person:	Clare Churchill
Approximate number of employees at any one time:	0
Approximate maximum number of visitors/ occupants/ others:	50+
Persons involved or affected:	Visitors, 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: Staff are generally not present on site. This is a changing facility for those using the sports grounds.

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: Car park is gravelled, limited parking 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?	No external emergency lighting
<p>It is important that an adequate level of external emergency lighting is provided in order ensure that employees, visitors or any other users are able to leave the site safely in the event of an emergency, without encountering any hidden hazards. Disabled users are at an increased level of risk, therefore adequate external emergency lighting levels are vital.</p>	
Specific details:	Bulkheads provided internally at all final exits. Mains operated motion detector floodlights provided externally but no external emergency lighting.
Risk:	Medium
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?	None required
Specific details:	This property is on a sports ground with no roads nearby. A ramp is provided for access from the car park.
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

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



Where thresholds are greater than 0.2m have ramps (including mobile ramps) been provided?	Yes
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?	Yes
Risk:	Very 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?	No
<p>Automatic or powered doors are the preferred option. It can be deemed as best practice that all main entrance doors and doors on circulation routes to be automatically activated with sensors in order to provide an easy way in and out for disabled users.</p>	
Risk:	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?	No
---	----

It is the employer's responsibility to ensure that hallways and landings in the workplace are kept free from obstructions and from any article or substance which may cause slips, trips and/or falls.

Specific details:	Bin obstructing communal corridor.
-------------------	------------------------------------

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

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?	Yes
---	-----

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

Does the site have an adequate door entry system installed? (900mm above floor level)	None required
---	---------------

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?	No internal stairs
--	--------------------

Risk:	Very Low
Does the site have an adequate platform lift installed?	One level (none needed)
Risk:	Very Low
Is there a sufficient number of evacuation chairs provided for the site?	None required
Risk:	Very Low
Does the site have a passenger lift?	One level (none needed)

### 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?	Not required
Specific details:	No requirement due to the nature of the building use
Risk:	Very Low



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?	Yes

Risk:	Very 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?	Yes

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

### 3.7 Toilets

Are toilets designated for disabled users available on site?	Yes
Risk:	Very Low
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?	Yes
Risk:	Very Low
Can the surface area of the disabled toilet be deemed adequate for wheelchair access? (clear floor area of 2000mm x 2000mm)	Yes
Risk:	Very Low
Have appropriate handrails/ grab rails been installed?	Yes
Risk:	Very Low
Has good contrast been provided between handrails/ grab rails and walls?	Improvement needed
It is important that all fittings contrast in colour and luminance with the walls in order meet all service users' requirements.	
Specific details:	There was little contrast between the rails and wall colour.

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

Is the toilet located at a suitable height to allow easy transfer?	Yes
--	-----

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?	Yes
--	-----

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?	Not applicable (sensor light)
--	-------------------------------

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 audible alarm systems are serviced regularly?

No

In line with BS 5839 requirements, the responsible person should ensure that audible alarm systems are serviced regularly and tested weekly.

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

Do records show that visible alarm systems are serviced regularly?	No
--	----

In line with BS 5839 requirements, the responsible person should ensure that visible alarm systems are serviced regularly and tested weekly.

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

### Additional Information

Observations:	No external emergency lighting was provided. External lighting is mains operated on a motion detection basis.  Staff will generally not be on site whilst this building is in use due to the nature of the premises and the person's it serves.
---------------	---

## 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:
Adequate level of external emergency lighting is advised to be provided.	Medium		
Consideration should be given to installing automatic or powered doors.	Low		
It is recommended that hallways and landings to be kept free from slip or trip hazards.	High		
Colour contrast to be improved between handrails/ grab rails and walls.	Low		



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 expected to offer support to disabled users.	Low		
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		
In line with BS 5839 requirements, the responsible person should ensure that audible alarm systems	High		

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



are serviced regularly and tested weekly.			
---	--	--	--

In line with BS 5839 requirements, the responsible person should ensure that visible alarm systems are serviced regularly and tested weekly.	High		
--	------	--	--

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



## Appendix - Photos

---

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



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

