

Hastings Green Connections and Public Realm

East Sussex County Council Public Realm Access & Inclusion Audit – Study area

HPRGC-ARUP-ZZ-XX-SP-OH-000001

ISSUE | 17th June 2024



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Job number 298014-08

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1. Executive summary

Arup Access and Inclusive Environments (AIE) were appointed as access and inclusion consultants by East Sussex County Council to work with the design team as an objective, independent third party, conducting a high level, access and inclusion audit of Hastings Town Centre public realm. Hastings is a seaside town in the County of East Sussex on the south coast of England.

This work has been commissioned as part of ongoing work across the Hastings area to improve the public realm. The aim of this audit is to provide recommendations that promote good and best practice inclusion in the public realm, benefiting residents, visitors and those who work or study in the Hastings Town Centre area. In addition to the audit, AIE also conducted a stakeholder workshop with the aim of gaining feedback about the first-hand experience of users of the town centre. Findings from this workshop are included in the recommendations of this report, with detailed findings from the workshop in Appendix A.1.

The access and inclusion audit took place on 16th May 2024 and covered only the main town centre as shown in figure 1.

This report provides commentary on existing barriers and provides information on potential opportunities / next steps to consider as part of improvement works within the Hastings Town Centre Public Realm and Green Connections project red line boundary. It should be noted that this report does not detail information from other Arup disciplines currently working with East Sussex County Council (ESCC) and focuses solely on accessible and inclusive design.

2. Introduction

This access and inclusion audit was prepared in May 2024 by Arup Access and Inclusive Environments (AIE). The aim of this audit is to provide recommendations to promote good and best practice inclusion in public realm of Hastings Town Centre.

This report only details findings related to the red line boundary as shown in Figure 1. It includes the following areas in the red line boundary:

- Controlled crossing points
- Uncontrolled crossing points
- Main circulation roads in the town centre:
 - Station Approach
 - Havelock Road
 - o Wellington Place
 - Harold Place
 - o Denmark Place
 - o Queens Road
 - o Robertson Street
- Wayfinding and information

The seafront, train station, bus routes and bus shelter locations were not part of the scope of this audit. The audit is intended to give an overview of key principles and high-level themes to consider in work going forward and is not intended to be a detailed audit of all aspects of the public realm.



Extents of the project red-line boundary, as determined through the original RIBA 2 design

Figure 1 Hastings Town Centre Public Realm and Green Connections red line boundary

2.1 Access and inclusive design

Inclusive design acknowledges human diversity and difference through design that is user-centred and responsive to people's needs, enabling people to participate equally, confidently, and independently.

- Equitable use creating welcoming and accommodating spaces that offer equality in experience for different users, regardless of personal circumstance or identity.
- Flexibility in use creating spaces that can offer choice in use and adapt to future changes and requirements and reasonable adjustments based on user needs.
- Simple and intuitive creating spaces that are intuitive to use.
- Appropriate size and space providing appropriate size and space for approach, circulation, and use.
- Perceptible information effectively communicating information to all users, considering the needs of users and the constraints that exist within the environment.

2.2 The Equality Act

The Equality Act has been in force since October 2010 and provides a legal framework to protect the rights of individuals and advance equality of opportunity for all. The Equality Act is applicable to the built environment and the way spaces are designed, used, and operated.

The intent of the Equality Act is to protect people from discrimination on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

In the Equality Act, the term 'disability' includes disabled people, as well as people who have an association with a disabled person (e.g., carers and parents) and people who are perceived to be disabled.

Furthermore, the Public Sector Equality Duty also places requirements for the Local Authority, who must have due regard to the need to:

- a. Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act;
- b. Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- c. Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it, involves having due regard, in particular, to the need to:

- a. Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
- b. Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
- c. Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

The principles of an accessible and inclusive environment contained within this report consider inclusion across a diverse range of different user groups including but not limited to:

- Disabled individuals with mobility, sight, comprehension, or hearing access requirements;
- Older members within the community;
- People with temporary injuries such as a broken leg;
- People with phobias (such as heights and confined spaces);
- People with hidden needs such as neurodiverse individuals or those with non-visible medical conditions;
- People whose movement may be encumbered in any way i.e., through pregnancy;
- Gender and gender identity;
- · Parents, careers, and families;
- Religion or belief;
- Sexual orientation.

The Equality Act 2010 is not prescriptive as it does not establish a minimum level of access to be achieved. Rather, it places duties on employers, service providers, public functions and building owners / operators to anticipate and remove barriers that may put a person with a protected characteristic at a substantial disadvantage. This is not a minimal duty of ensuring a basic level of access but a requirement to, as far as reasonably practicable, provide an equitable experience for everyone regardless of their circumstances.

2.3 Guidance and standards

AIE have applied prior experience from previous projects and research, developments in the inclusive design industry, along with the following guidance for the criteria and recommendations, as the basis for this audit:

- Approved Document M (Access to and use of buildings) (Volume 2: Buildings other than dwellings) of the Building Regulations 2010 (2015 edition, incorporating 2020 amendments)
- Approved Document K (Protection from falling, collision and impact) of the Building Regulations (2013 update)
 - For parts relating to accessibility namely:
 - K1: Stairs and ramps (excluding ladders)
 - K2: Protection from falling (relating to Part M accessible areas only, excluding areas for maintenance only)
 - K5: Additional provision for glazing in buildings other than dwellings (relating to K5:1, protection from collision with open windows etc.; K5:2, manifestations)
 - K6: Protection against impact from and trapping by doors (excluding clauses 10.1.b-c)
- BS 8300-1:2018 (Design of an accessible and inclusive built environment. Part 1: External environment – Code of practice)
- PAS 6463:2022 Design for the mind Neurodiversity and the built environment Guide
- Department for Transport Guidance on the Use of Tactile Paving Surfaces 2021

- Traffic Sign Manual Chapter 6 Traffic Control DfT
- Consideration of Equality Act issues

The guidance presented by Approved Document M (ADM) of the Building Regulations is considered a minimum standard required for Building Control purposes and should be used as a minimum benchmark. Whilst this does not apply to the public realm it provides guidance on typical external features and therefore has been adopted as the minimum requirement throughout this report. BS 8300-1: 2018 provides good practice guidance for facilitating access and inclusion in the external built environment and should be used as a supplement to ADM guidance. Where items are not covered by ADM or BS 8300 (or other similar documents as detailed above), AIE best in class recommendations have been provided (based on other project experience or research).

While statutory regulations and recommendations for the built environment provide parameters for how an accessible environment can be achieved, compliance with these regulations and recommendations does not guarantee you will meet your duties under the Equality Act. However, compliance with good practice standards can be used as evidence of how the organisation has sought to actively improve access and inclusion.

2.4 Audit methodology

AIE completed an access and inclusion audit of the building on 16th May 2024 supported by drawings / information provided:

- HPRGC Existing Site Baseline
- Hasting Public Realm and Green Connections report March 2024 Arup
- Hastings Public Realm and Green Connections Summary of RIBA Stage 2 Design Work
 Arup
- Transport Baseline Briefing Note (HPRGC-ARUP-ZZ-XX-RP-H-000001) this provides detailed information on bus routes and pedestrian areas.

The weather on the day of the site visit was 15°C with rain and a gentle breeze.

The following tools were used to complete the audit:

- Tape measure
- Gradient meter

3. Site

This section provides an overview of the current provisions within the existing site.



Figure 2 Hastings town centre [Google Earth image captured 17/05/24]

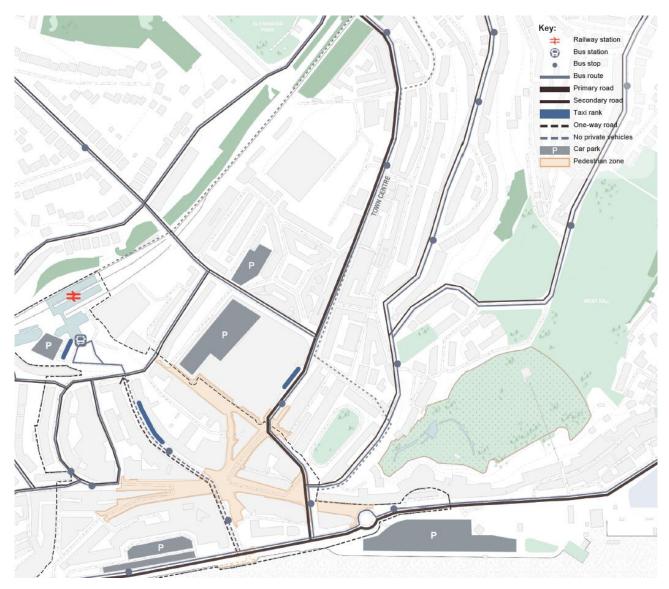


Figure 3 Existing travel access to Hastings town centre.

Road access

Hastings' road access is via two primary roads, the A21 which provides access to and from London, and the A259 which provides access to other coastal towns (See Figure 2).

Train

The town can be accessed by train via Hastings railway station. The station is located approximately 400m / 5 minutes' walk to the north of the pedestrian town centre area. The station provides connections to Ashford, London, Ore, Brighton, and Eastbourne.

Bus

There is a bus station located adjacent to Hastings railway station. This provides connections around Hastings, and to the suburbs, as well as connections to neighbouring towns such as Eastbourne.

Car access

There is a large volume of car parking located around the town centre with approximately 2,070 spaces in total. There is also additional on-street parking for permit holders. There is car parking at the railway station, with other parking located throughout the town centre.

The key locations for car parking in the town centre area are:

- Priory Meadow car park (privately owned: Over 1000 spaces, accessible spaces unknown).
- Priory Street multi-storey car park (council owned: 250 spaces, 12 accessible parking spaces).
- Pelham Place car park (council owned: 276 spaces, 18 accessible spaces, 2 electric charging points).
- Carlisle Parade car park (council owned: 171 spaces, 7 accessible spaces).

No changes are proposed to the car park parking spaces and their allocation across the town centre as part of Hastings Town Centre Public Realm and Green Connections. The existing provision has not been reviewed as part of this audit.

There is a large taxi rank located on Havelock Road and smaller taxi ranks at the railway station and on Queens Road.

Cycle access

The town centre has a primary and secondary cycle route which allows cycle access to the town. The seafront is also served by the National Cycle Network Route 2 which provides a cycle route along the southeast coast from Dover in Kent to St. Austell in Cornwall. There is limited cycle parking throughout the town centre.

4. Audit Findings

4.1 Key themes

This section provides a summary of the key themes identified in the audit, across Hastings Town Centre public realm. The themes have been presented in the following format:

- Problem statement: Detailing current issues in the public realm.
- Inclusive design principle: Detailing overall principle of what should be in place in the public realm.

Table 1 Key inclusion themes

#	Inclusive design problem statement	Inclusive design principle
1	Public realm ground surfaces finishes are not maintained with much loose and broken paving across the town. Where paving is repaired, this is done by removing and filling the damage with tarmac instead of paving replacement. This method can present as a trip hazard, is inconsistent (and so may be visually distracting) and can interrupt the legibility of tactile paving surfaces where they have been replaced.	Overall, an improvement in the standard of public realm ground surfaces is needed. Where paving is damaged it should be replaced with a like-for-like replacement so that the ground surface is consistent. There should be an easy process to enable residents to report damage to ground surfaces and these should be repaired to help mitigate trips, slips, and falls.
2	Tactile paving types vary across the town centre, this may cause confusion for those who are dependent on tactile warnings as well as increase maintenance costs due to varying types across the area. There is a lack of tactile warnings at the top and bottom of stairs.	Tactile paving across the town centre should be consistent with nationally recognised standards. There should be provisions for tactile paving at crossing points and at the top and bottom of stairs.
3	There is limited wayfinding across the town centre, anyone who is unfamiliar with the area may find it difficult to navigate.	Wayfinding should include indication of where key focal areas for the town centre are located, for example the seafront, and main shopping district. Wayfinding should be consistent throughout the town and allow for multimodal display where possible e.g. visual and tactile. Wayfinding should be provided as a supplement to intuitive design, maximising clear sightlines and use of natural wayfinding cues, in the materiality of space, landmarks, etc. Changes to wayfinding in the town centre should be considered as part of a wider town wayfinding strategy. This should be designed holistically considering key user journeys through the town.
4	Anyone wanting to cross the A259 between Robertson Street and Albert Road must do so using the below-surface	Where possible options should be given to allow users to cross both below and above ground level. The provision of surface level

#	Inclusive design problem statement	Inclusive design principle
	subway. This presents an issue for anyone unable to use stairs or the ramps (which are 1:11 and 1:12 gradients) but may also be perceived as unsafe particularly in lower light levels and given there are no clear sightlines within the subway.	crossings should be explored where there are currently only subway crossings. The subway should have consistent lighting, and signage throughout to improve visibility for those using it, as well as consideration for transitional lighting when entering and leaving the subway.
5	Drainage and pooling of water is an issue across the town centre. The pooling of water not only makes it uncomfortable for people to walk and wheel through but also presents a slip and trip hazard and can create visual disturbances due to reflections / glare caused by the water.	Drainage facilities should be provided along access routes to remove any surface water that might accumulate in access routes and pathways. Drain outlets should be kept clear of anything that may block them such as leaves. Drainage covers should be flush with ground surfaces.
6	There are instances across the town centre where navigating of the space may be difficult due to lack of / conflicting visual or tactile markers. For example, there is corduroy tactile paving at the bus stop on Havelock Road with unclear intention, which may lead to confusion for users. Footways in some locations are cluttered with outdoor seating and signage such as A-boards / sandwich boards that obstruct circulation routes and can be a trip hazard.	To help in the navigating of spaces there should be good visual contrast between any street furniture and the background they are seen against. Where there are focal points such as statues or street art these should also have tactile difference at ground level to allow those who are blind or partially sighted to detect these without collision with the item. Pedestrian routes should be kept free of clutter. Where outdoor seating is present at food and beverage units, these areas should be surrounded by a detectable barrier and A-boards / sandwich boards should be discouraged or positioned so they do not pose a trip hazard.
7	The town centre market area has a blend of pedestrian-only, and shared (pedestrian, cycle, vehicle) surfaces. These areas are not currently policed or adequately controlled (though there are bollards to prevent vehicle access, the operation hours of bollards are not clear for members of the public as noted in stakeholder engagement). This means there are unofficial shared spaces which increases the risk of collision and uncertainty between different road users, as there is no clear delineation to designate priority for different road users, and no certainty of operational hours for permissible access for different road users.	The pedestrian 'safe spaces' which are always free from vehicular access should be clear to identify and not obstructed by street furniture. Cycle routes where possible should be separate from pedestrian routes to avoid conflict and confusion and provide all road users with dedicated space, to avoid accidents. Where bollards are used to control vehicle access this should be managed and well communicated in the area and on the council website.

#	Inclusive design problem statement	Inclusive design principle
8	There is a lack of varying seating design and resting spaces throughout the town centre.	There should be a range of seating types at regular intervals throughout the public realm including those for wheelchair users who wish to transfer and seats with additional adjacent space for assistive or medical equipment, or assistance animals.
9	There is a lack of a central meeting / core focal point which can be used as a landmark for people to meet as well as aid wayfinding.	Consider central meeting place(s) for people to meet up and use as a landmark to aid wayfinding.

4.2 Detailed findings

This section details the findings from the audit in table form, responding to the barriers and gaps / opportunities identified in the existing public realm. The table is set out as follows:

- Location location of audit item
- Description description of audit item.
- Image image of the audit item
- Recommendations
 - o Minimum recommendation informed by Building Regulations (ADM, ADK).
 - Good practice informed by BS 8300-1, PAS 6463, DfT Tactile paving guidance and other relevant standards as outlined in section 2.3.
 - o Best in class AIE good practice from projects and industry research.
- Suggested actions summary of next steps for the project team.

Glossary on measurements and terminology

This audit table uses the following abbreviations and terminology:

- LRV Light Reflectance Value a measure from 1-100 of the amount of light reflected from a surface. Used to evaluate tonal contrast, which may impact people with different levels of vision.
- Lux a measure of the amount of light hitting a surface. Used to evaluate the effectiveness of artificial.
- Rise and going (in relation to stairs) referring to the height and depth of an individual step within a flight.

4.2.1 Crossing points from train and bus station towards town

Figure 4 details the crossing points to access the town centre from the train and bus station. Table 2 details audit findings.

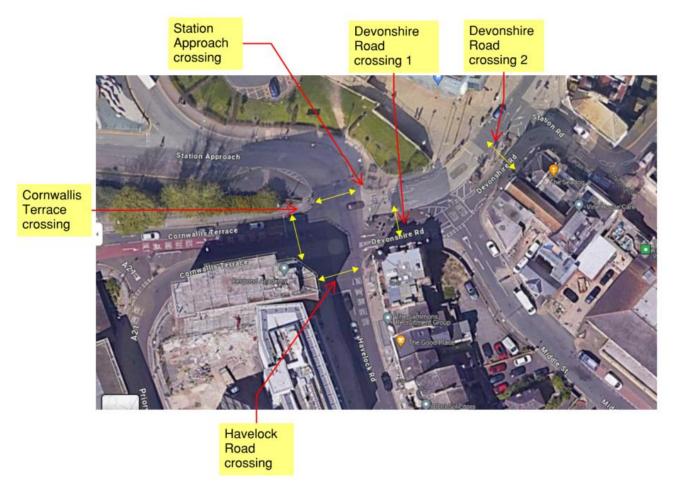


Figure 4 Crossing points heading to and from town from train and bus station

Table 2 Crossing points heading to, and from the train and bus station

Location	Description	Image	Recommendations	Suggested actions
Station Approach crossing	There are 3 crossing points towards the town centre when leaving the train or bus station. - Cornwallis Terrace crossing (requires crossing Station Approach crossing to access) - Devonshire Road crossing 1 - Devonshire Road crossing 2 (outside site boundary) During our site visit it was noted that the Devonshire Road crossing 2 did not follow the desire line with most people crossing behind the guarding. It is not clear which route to follow to access the town and seafront and therefore which crossing to use.	See Figure 4.	Minimum recommendation N/A Good practice N/A Best in class All 3 crossings are functional, however there should be wayfinding which details which crossing is best in relation to accessing the main town centre / seafront.	The most direct route to the town centre and seafront should be highlighted through wayfinding on the approach to crossing points. If Havelock Road is intended to be the main approach to the town centre this should be made clear in wayfinding. It is likely those using the step free route will use the Cornwallis Terrace or Devonshire Road 1 crossing and those using the stepped route will use the Devonshire Road 2 crossings.

Location	Description	Image	Recommendations	Suggested actions
Devonshire Road crossing 2 (outside site boundary)	The crossing to access Havelock Road (Devonshire Road crossing 2) does not follow the desire line with most people crossing behind the guarding.		Minimum recommendation N/A Good practice To make walking more attractive and easier for pedestrians including blind/partially sighted people, crossings should be on the desire line as far as possible, i.e. in line with the natural direction of travel for people walking. Best in class	If works are being undertaken at this location, the location of these crossing points should be reviewed and positioned within desire lines.
			N/A	

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4.2.2 Havelock Road

Table 3 details audit findings for Havelock Road, which is the main access road to Hastings Town Centre.

Table 3 Havelock Road inclusion areas

Location	Description	Image	Recommendations	Suggested actions
Havelock Road	There is tactile paving along the bus stop with some facing in a different direction. However, there is no indication what this is for, and it is not present on other bus stops.		Minimum recommendation N/A Good practice It is important that wherever a crossing is decommissioned or relocated, the blister surface is removed (crossing specific). Best in class Where tactile paving is no longer required it should be removed to avoid confusion.	Tactile paving that is decommissioned or no longer required should be removed as this can cause confusion when it is not clear what the warning surface is for.
Havelock Road	There are limited resting places throughout and where these are present, they do not vary in type.		Minimum recommendation N/A Good practice Provide a range of seating types (e.g. various seat heights (380mm,480mm & 580mm from FFL), provision of arm and backrests) to suit a variety of needs. There should also be provisions for wheelchair transfer spaces. Best in class As per good practice, including providing shelter from the elements.	Explore means of providing a range of both sheltered and unsheltered seating throughout the town centre. Sheltered seating may include canopy provision, which can be permanent or temporary fixtures.

Location	Description	Image	Recommendations	Suggested actions
Havelock Road	Paving along the road is broken, loose and uneven meaning the walking and wheeling surface is not comfortable to use and presents a trip hazard.		Minimum recommendation Ground surfaces should be firm, durable and slip resistant. Good practice Uneven surfaces, surfaces of loose materials (e.g. unbonded gravel), and large gaps between paving materials cause problems for wheelchair users, people who are blind or partially sighted and people who are, generally, unsteady on their feet. Best in class Access routes should have firm, slip resistant surfaces. Any damaged paving should be replaced with a like-for-like replacement.	Any damaged paving should be replaced with a like-for-like replacement to provide a level and consistent surface.
Havelock Road	There are no tactile hazard warnings on steps on building edges or steps to enter lowered store fronts.		Minimum recommendation Corduroy tactile paving should be provided on the top and bottom of stairs. These should be at least 800mm in depth and extend at least 400mm each side of the stairs and stop 400mm from the top and bottom nosing on steps. Additional information can be found in diagram 4 of ADM. Good practice As per minimum recommendation.	The feasibility of the provision of tactile paving should be investigated and discussed with the retail units where this is within their boundary.

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Location	Description	Image	Recommendations	Suggested actions
			Best in class	
			As per minimum recommendation.	
Havelock Road	There is an overall lack of greenery in the area.	N/A	Minimum recommendation N/A Good practice Trees, planting, and soft landscaping are important elements in urban areas for aesthetic, environmental and functional reasons. They can also provide landmarks and features to assist with wayfinding for some users, including	Providing planting and soft landscaping in the public realm will improve the overall look and feel and can be a useful tool for wayfinding and orientation purposes.
			people who are blind or partially sighted. Best in class	
			As per good practice.	

Location	Description	Image	Recommendations	Suggested actions
Havelock Road	There are areas on the footway where the circulation width is reduced to less than 1500mm due to placement of both commercial and residential bins.		Minimum recommendation An unobstructed 1800mm width can accommodate pedestrian routes without need for passing places. Good practice For a pedestrian route to be accessible, the minimum unobstructed surface width of an access route (i.e. between walls, kerbs, or path edgings) should be at least 1800mm for general routes. Best in class As per good practice although a width of 2000mm is preferred to accommodate larger electric mobility scooters.	Access routes should be kept clear of obstructions to allow all road users to move without having to enter vehicle traffic areas. Where possible, bins and other obstructions should be stored in locations where they do not pose a hazard to pedestrians.
Havelock Road	Bollards across the town centre vary in design and are mainly 930mm tall from ground level. Most are provided with good visual contrast with a contrasting top and a band to help with identification		Minimum recommendation N/A Good practice Bollards should contrast with the background seen against and be at least 1000mm hight from ground level. Best in class Bollards in spaces should be consistent in design and height.	Bollards should be at least 1000mm high and be finished with the same contrasting band.

Location	Description	Image	Recommendations	Suggested actions
Havelock	There is no dropped kerb access to the taxi rank or pick up / drop off point.	Group	Minimum recommendation Drop off and pick up points should be on firm and level ground with its surface level, allowing convenient access for wheelchair users. Good practice Drop off and pick up points should have dropped kerbs for access and a defined kerb to differentiate vehicle zone from pedestrian zone, as well as facilitating ramps from vehicles when boarding / alighting. Best in class As per good practice recommendation.	Drop off points should be detectable via a kerb / dropped kerb and tactile paving. Redesign drop off point to have a detectable kerb between pedestrian and vehicle routes and introduce dropped kerbs for wheelchair access.

Location	Description	Image	Recommendations	Suggested actions
Havelock Road	There is limited signage to indicate that the taxi rank is where it is (only signage at ground		Minimum recommendation Drop off points should be clearly signed.	Provide signage to car pick up and drop off points around the public realm so that users arriving at the bus and train station know where these are located.
	level).		Good practice N/A Best in class	
			As per minimum recommendation.	

4.2.3 Robertson Street

Table 4 details audit findings for Robertson Street which is one of the main access routes from the town centre to the seafront from Havelock Road.

Table 4 Robertson Street inclusion areas

Location	Description	Image	Recommendations	Suggested actions
Robertson Street	There is limited choice in seating types with no opportunity for people to pull alongside the seating or transfer. There are also no covered resting places throughout.		Minimum recommendation N/A Good practice Provide a range of seating types (e.g. various seat heights (380mm,480mm & 580mm from FFL), provision of arm and backrests) to suite a variety of needs. There should also be provisions for wheelchair transfer spaces. Best in class As per good practice, including providing shelter from the elements.	Provide different seating types to assist with differing access requirement — including perch seating and seats with arm and back rests. Provide space next to the seats to allow someone to sit alongside others and providing some seats with an open end will allow someone to transfer. Explore means of providing a range of both sheltered and unsheltered seating throughout the town centre. Sheltered seating may include canopies, which can be permanent or temporary fixtures.

Location	Description	Image	Recommendations	Suggested actions
Robertson Street	There is currently no means of separating pedestrian and car routes, apart from bollards which do not extend the whole route. There is no raised kerb between the footway and road. There is a drainage channel along the kerb edge and a mixture of street furniture and bollards.	VATES - PAGE - P	Minimum recommendation N/A Good practice N/A Best in class Shared surfaces should be avoided where possible. Where surfaces are to be shared there should be tactile and visual difference between surfaces.	Consider installing a detectable kerb edge in areas where the vehicle and pedestrian surface is flush. As bollards are in already in place along the street, extending this could also be an alternative approach.

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4.2.4 Subway

Table 5 discusses the subway that provides a below-surface crossing of the A259.

Table 5 Subway inclusion areas

Location	Description	Image	Recommendations	Suggested actions
Harold Place/Denmark Place	To cross Denmark Place you need to use the subway and there is no alternative street level crossing point available. Users are forced to use the underground subway which, at night, may cause an issue in terms of safety and perceptions of safety.	Denmit Pl	Minimum recommendation N/A Good practice An alternative street level crossing should be available. Remote, hidden locations should be avoided to discourage opportunities for anti-social behaviour. Features that may be considered in subways include: - Security cameras; - Avoidance of shadows and potential hidden locations; - Clear views from one side of the route to the other; - Materials and barriers that enhance sight lines; - Suitable lux levels to ensure good visibility appropriate to the area. Best in class N/A	Improve the look and feel of the subway by improving the surface finishes. Lighting should be consistent throughout the subway both during day and night hours. A surface level controlled crossing should be considered to provide users with a choice.

Location	Description	Image	Recommendations	Suggested actions
Harold Place entrance	The ramped gradient to the subway is 1:12. There are no handrails.		Minimum recommendation When gradients cannot be avoided, these should be between 1:12 - 1:20 with a crossfall of no greater than 1:40 and landings as per table 1 of ADM (minimum), or between 1:21 - 1:60 with landings every 500mm rise (preferred). Where the rise is greater than 2m, a lift should be available (ADM cl. 1.26 – see Appendix A.2). Handrails should be provided on both sides of the ramp and be positioned 900-1000 from the surface of a ramp and 900mm – 1100mm from landing. Good practice As per minimum recommendation, with the exception of having crossfalls shallower than 1:50. A second handrail mounted at 600mm from the ramp surface may also be beneficial for those of shorter stature and children. Best in class As per good practice, with additional consideration on protecting external lifts from the elements if these are provided (noted that lift access may not be feasible for this area as will have management and operational considerations).	If work was to be undertaken on the subway, then consideration should be taken to making the gradient of the ramp shallower. Handrails should be provided on both sides of the ramp to allow users to steady themselves. Consider providing a surface level controlled crossing to provide users a choice.

Location	Description	Image	Recommendations	Suggested actions
Subway seafront entrance	The ramped gradient to the subway is 1:11 which is steeper than recommendations in ADM. There are no handrails.		Minimum recommendation When gradients cannot be avoided, these should be between 1:12 - 1:20 with a crossfall of no greater than 1:40 and landings as per table 1 of ADM (minimum), or between 1:21 - 1:60 with landings every 500mm rise (preferred). Where the rise is greater than 2m, a lift should be available (ADM cl. 1.26). Handrails should be provided on both sides of the ramp and be positioned 900-1000 from the surface of a ramp and 900mm – 1100mm from landing. Good practice As per minimum recommendation, with the exception of having crossfalls shallower than 1:50. A second handrail mounted at 600mm from the ramp surface may also be beneficial for those of shorter stature and children. Best in class As per good practice, with additional consideration on protecting external lifts from the elements if these are provided (noted that lift access may not be feasible for this area as will have management and operational considerations).	If work was to be undertaken on the subway, then consideration should be taken making the gradient of the ramp shallower. Handrails should be provided on both sides of the ramp to allow users to steady themselves. Consider providing a surface level controlled crossing to provide choice to users.

Location	Description	Image	Recommendations	Suggested actions
Subway Harold Place entrance	Handrails are a flat top profile, these are 65mm wide and 20mm deep.		Minimum recommendation Circular handrails should be a maximum of 50mm. A handrail with an oval profile should have dimensions of 50mm wide and 39mm deep. The profile should have rounded edges with a radius of at least 15mm. There should be a clearance of between 50mm and 75mm between a handrail and any adjacent wall surface. Good practice An external perimeter between 100mm and 160mm is the optimum size to provide grip. A flatter profile gives better forearm support. Best in class As per good practice.	This handrail meets the guidance but is not consistent in design to the other handrails throughout the town centre. If being changed, these should be designed to match the alternative routes around the town centre.

Location	Description	Image	Recommendations	Suggested actions
Subway Harold Place entrance	The stairs have a 150mm rise and 290mm going. There are only contrasting nosings on the going, however these do not provided sufficient tonal contrast when wet.		Minimum recommendation All nosings should be made apparent by means of a permanently contrasting material 55mm wide on both the going and riser. Good practice The visually contrasting nosing should extend 50mm to 65mm in width from the front edge of the tread and 30mm to 55mm from the top of the riser. Best in class Consideration should also be given to adopting integrated lighting to help legibility / safe use of the stair / identification of the handrails in lower lighting levels.	Contrasting nosings should be installed. These should provide a 30 LRV difference in all weather conditions and be on both the rise and going of steps.

Location	Description	Image	Recommendations	Suggested actions
Subway seafront entrance	Stairs have goings of 290mm. The risers are generally 180mm but the bottom step is only 150mm.		Minimum recommendation The rise and going for steps should be consistent in a flight of stairs. Good practice As per minimum recommendation. Best in class As per minimum recommendation.	Without significant changes to the staircase landings, it will not be possible to create consistent risers. If these are being altered or adjacent paving changes made this should be reviewed.
Subway	There is limited signage throughout the subway.	Personal Parties of Parties and Parties of P	Minimum recommendation N/A Good practice Clear wayfinding should be provided to identify the alternative stepped and ramped routes. Wayfinding should use spatial, physical, and environmental cues to help people plan and navigate moving from one place to another. Appropriate wayfinding cues should be incorporated at decision and destination points	Consider providing more prominent signage identifying the alternative routes. This should be clearly identifiable against the murals so it can be easily located.

Location	Description	Image	Recommendations	Suggested actions
			Best in class As per good practice, including considerations on use of multi-modal communication systems. Information of the route should be provided online also for pre-visit planning. Consideration should be given to creating clear sightlines to relevant architectural landmarks to aid with orientation - this may be through the use of visual displays or artwork.	

4.2.5 Wellington Place

Table 6 discusses Wellington Place.

Table 6 Wellington Place inclusion areas

Location	Description	Image	Recommendations	Suggested actions
Wellington Place	Ramps are provided along the route with a 1:12 gradient and approximate 26m. There is only one level landing at the junction between downwards and upward ramps.		Minimum recommendation When gradients cannot be avoided, these should be between 1:12 - 1:20 with a crossfall of no greater than 1:40 and landings as per table 1 of ADM (minimum), or between 1:21 - 1:60 with landings every 500mm rise (preferred). Handrails should be provided on both sides of the ramp and be positioned 900-1000 from the surface of a ramp and 900mm – 1100mm from landing. Good practice As per minimum recommendation, with the exception of having crossfalls shallower than 1:50. Best in class As per good practice.	If work was to be undertaken on the ramp, then consideration should be given to making the gradient of the ramp shallower and introducing level landings for every 500mm rise.

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Location	Description	Image	Recommendations	Suggested actions
Wellington Place	The handrail to the ramp is 880mm high.		Minimum recommendation Handrails should be provided on both sides of the ramp and be positioned 900-1000 from the surface of a ramp and 900mm – 1100mm from landing. Good practice As per minimum recommendation, consider a lower handrail at 600mm from surface of the ramp. Best in class As per good practice.	During refurbishment handrails should be positioned 900-1000 from the surface of a ramp and 900mm – 1100mm from landings.

Location	Description	Image	Recommendations	Suggested actions
Wellington Place	There is a gap where a bollard was previously installed. This has been left unfilled, presenting a trip hazard.	N/A	Minimum recommendation N/A Good practice Uneven surfaces, surfaces of loose materials (e.g. unbonded gravel), large gaps between paving materials and holes cause problems for wheelchair users, people who are blind or partially sighted and people who are, generally, unsteady on their feet. Best in class Access routes should have firm, slip resistant surfaces. Any damaged paving should be replaced with a like-for-like replacement.	Any damage to ground surfaces caused from removal of street furniture on access routes should be filled in to be flush with the ground surface.

4.2.6 General

Table 7 discusses general inclusion areas across the Hastings town centre area.

Table 7 General inclusion areas

Location	Description	Image	Recommendations	Suggested actions
General	Along route from main transport hubs there is no indication of the direction of the seafront until you reach it / can see it. This makes orientation difficult.	N/A	Minimum recommendation N/A Good practice Clear wayfinding should be provided. Wayfinding should use spatial, physical, and environmental cues to help people plan and navigate moving from one place to another. Appropriate wayfinding cues should be incorporated at decision and destination points Best in class As per good practice, including considerations on use of multi-modal communication systems. Information of the route should be provided online also for pre-visit planning.	Consider providing more prominent signage such as a totem pole and Legible London style signage. Signage should also be presented in alternative formats (tactile / audible) for those who require this. Information of the route should be provided online for pre-visit planning. Signage should be positioned at key design points and road junctions.

Location	Description	Image	Recommendations	Suggested actions
General	The A259 is busy with traffic in the morning and there are limited crossing places along it due to seafront barriers. Extended travel distances are required to cross the road at a controlled crossing.		Minimum recommendation N/A Good practice N/A Best in class N/A	Install additional controlled crossing to encourage people to cross the road safety. Desire lines should be reviewed to establish where these are required. Introducing a crossing in close proximity to the subway will also offer flexibility / choice for users.

Location	Description	Image	Recommendations	Suggested actions
General	Along Queens Road, drainage channels have been used to demarcate the edge of the footways and the shared road surface. This provides a 3cm deep drainage channel which contrasts visually from the surrounding paving and aids drainage. This is not a traditional detectable kerb. However, in the stakeholder consultation participants where indifferent on the lack of kerb and more concerned on the lack of policing of cyclists and motorcycles in the area.		Minimum recommendation N/A Good practice Pedestrian paths should have a detectable demarcation which can be followed by people who are blind or partially sighted, for example a wall, building line, kerb edge, grass verge, barrier, or clearly detectable change in texture of the surface underfoot. Visual contrast should also be provided. Best in class As per good practice.	Kerb edges should be detectable both visually (providing visual contrast) and by tactile means. This not only creates a demarcation for blind and partially sighted users but helps create separation between vehicle and pedestrian traffic areas.

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Location	Description	Image	Recommendations	Suggested actions
General	In some areas it is not clear what is a shared surface and what pedestrian / cycle only, until there is signage.		Minimum recommendation N/A Good practice N/A Best in class Shared surfaces should have a corduroy surface where a footpath joins a cycle track. This should also be used at transitions between footway and areas permitted to be shared by pedestrians and cyclists. (DfT guidance) Figure 28: Layout a junction between a shared route and a carrage-way-controlled crossings	Shared surfaces should be avoided where possible. Any shared surfaces should be clearly demarcated and have a corduroy surface where a footpath joins a cycle track.

Location	Description	Image	Recommendations	Suggested actions
General	Paving throughout the town centre road is broken, loose and uneven meaning the walking and wheeling surface is not comfortable to use and presents a trip hazard.		Minimum recommendation Ground surfaces should be firm, durable and slip resistant. Good practice Uneven surfaces, surfaces of loose materials (e.g. unbonded gravel), large gaps between paving materials cause problems for wheelchair users, people who are blind or partially sighted and people who are, generally, unsteady on their feet. Best in class Access routes should have firm, slip resistant surfaces. Any damaged paving should be replaced with a like-for-like replacement.	Access routes should have firm, slip resistant surfaces. Any damaged paving should be replaced with a like-for-like replacement.

Location	Description	Image	Recommendations	Suggested actions
General	Damaged tactile paving is filled in instead of replaced. This creates gaps in the tactile reading of the paving and may cause confusion for those who are reliant on it (picture example on Havelock Road crossing).		Minimum recommendation Ground surfaces should be firm, durable and slip resistant. Good practice Good maintenance of tactile paving surfaces is crucial to their effectiveness. In addition, durability should be a key consideration in the choice of materials used for the surfaces. Postimplementation, as with all surfaces, it is vital to monitor the condition of tactile paving surfaces, and surrounding materials, and to plan for their replacement as part of maintenance programmes. (DfT guidance) Best in class As per good practice.	Tactile paving across the town centre should be consistent with nationally recognised standards and when replaced should be done so with a like-for-like replacement to avoid confusion.

Location	Description	Image	Recommendations	Suggested actions
General	Tables and chairs on paving with no physical barriers create street clutter and hazards.	G. E. R. M. ARCADE S. C. Carles S. C. Carl	Minimum recommendation Tables, chairs, and signage boards should not obstruct the minimum clear width of the footway. A (unobstructed) 1800mm width should be maintained Good practice As per minimum standards Best in class 2000mm is preferred to accommodate larger electric mobility scooters.	Access routes should be kept clear of obstructions to allow all pedestrians to move without having to enter vehicle traffic surfaces. Where possible bins and other obstructions should be stored in locations where a minimum 1500mm circulation width can still be provided along an access route. Outdoor seating areas should have a physical barrier around them which can be detected by long cane users.
General	There are varying heights for wait call buttons at controlled crossings, with some as high as 1290mm from ground level (cinema crossing point shown in image).	WAIT	Minimum recommendation N/A Good practice The centre of the push button should between 1000mm and 1100mm above the footway level. (Traffic sign manual chapter 6 figure 11-1 – see Appendix A.2)	All crossing controls should be mounted consistently at between 1000mm – 1100mm from ground level to allow all to allow a range of users to reach and use.

Location	Description	Image	Recommendations	Suggested actions
General	There are rising bollards throughout the town to prevent vehicle traffic - however these are not maintained and the schedule for rising and dropping these is not consistent.	Image	Best in class As per good practice. Minimum recommendation N/A Good practice N/A Best in class The scheduling of vehicle traffic and nonvehicle traffic should be communicated through signage on the road in	The scheduling of vehicle traffic and nonvehicle traffic should be communicated via signage on the road in the approach to the bollards as well on the council website, so residents and visitors are aware of the operational hours. Bollard enforcement should be policed to ensure vehicle traffic
			the approach to the bollards as well on the council website, so residents and visitors are aware of the operational hours.	does not enter zones during these hours. Explore following a model similar to LTN / bus gates in London.

Location	Description	Image	Recommendations	Suggested actions
General	Rising bollards are 530mm high.	N/A	Minimum recommendation N/A Good practice Low-level posts, e.g. bollards, should be at least 1000mm high and should contrast visually with the background against which they are seen. Best in class As per good practice.	Replace existing bollards with ones that are 1000mm from ground level with minimum spacing of 1200mm between them.
General	Street lighting across the town centre should be reviewed, as some workshop participants noted that some areas are particularly dark during hours of darkness.	N/A	Minimum recommendation N/A Good practice Lighting should be consistent across all areas to avoid pools of dark/bright lights. Any recessed areas along building facades should be adequately lit to discourage opportunities for anti-social behaviour and promote a feeling of safety.	Consult with a lighting designer to explore suitable lighting levels throughout with consideration for transitional lighting to allow time for a user's eyes to adjust to the environment when moving through spaces such as subways.

Location	Description	Image	Recommendations	Suggested actions
			Best in class As per good practice, including the following additional considerations: lighting design should consider conditions in both day and night.	
General	Tactile paving varies throughout the town centre.		Minimum recommendation Tactile paving should be installed as per Diagram 1 of ADM. For additional details refer to the Department for Transport Guidance on the Use of Tactile Paving Surfaces 2021. Good practice	All tactile paving throughout the town centre should be reviewed and installed consistently in line with the guidance on tactile paving.
			As per minimum recommendation. Best in class As per minimum recommendation.	

Location	Description	Image	Recommendations	Suggested actions
General	There is a lack of cycle parking throughout the town centre.	N/A	Minimum recommendation N/A Good practice Cycle parking should be in clearly defined areas throughout the town centre. Best in class Cycle facilities should be located in key touch points e.g. in car parks, at transport and shopping hubs. Cycle storage should be suitable for the storage of non-standard cycles. Cycle storage should be well signed to allow users to easily locate them.	Review the parking provision across the town and provide safe and secure cycle storage, some of which should be protected from the elements. This should be located outside of desire lines and visually contrast from the surroundings. Cycle storage should allow for the storage of non-standard cycles. Where cycle storage is present it should be well signed in multi modal formats.

Location	Description	Image	Recommendations	Suggested actions
General	There are issues with drainage and pooling of water throughout the town centre, due to lack of drainage and blocked drainage channels. This creates areas where users cannot avoid walking or wheeling through standing water.	N/A	Minimum recommendation N/A Good practice Drainage should be carefully planned to avoid unnecessary waterlogging of pathways. Drainage outlets need to be kept clear of leaves, debris and anything that can prevent water draining away, to avoid surplus surface water and puddles. Best in class Consider the use of planting to help with waterlogging and drainage issues. Consideration should be taken on effects of waterlogging and puddles on wayfinding and reading of spaces to avoid visual disturbances.	Maintain existing drains and provide additional drainage where waterlogging is experienced.

A.1 Stakeholder engagement notes

A stakeholder engagement workshop was held in the afternoon of the 16^{th of} May 2024. This consisted of a discussion on the site and current arrangements, followed by a short walk from the council offices to Queens Road.

The session was moderated by:

- Michelle Horn Arup
- Jasmine O'Garro Arup
- Lucy Stewart Arup

For GDPR reasons we have only included names of organisations or community group instead of names of individuals. The workshop had representatives from:

- The local authority (East Sussex Council).
- Local residents.
- Hastings & Rother Voluntary Association for the Blind.

There was no specific representation of young people or those who study or work in the Hastings area, other than those with intersections with these identities and the groups in attendance.

Appendix A.1 summarises the discussions from the workshop, with feedback split into key theme areas. The discussion was heavily focused on cyclists and the impact of cyclists in the public realm.

General

- Bus routes and bus stops should not be moved to be too far away.
- Current accessible parking throughout the town works well, although can be busy in locations (there were no parking spaces available on the day of the workshop, resulting in some attendees being unable to park close enough to the venue).

Paving and access routes

- Pavements/footways across the town centre are uneven and broken this means that people trip, and it is very unsafe. This was a key priority for participants at this workshop.
- Clutter on roads from cafés, including seats and A-boards and other shop signage make it difficult to navigate and this presents a trip hazard.
- There are issues with enforcement to prevent people parking cars on footways and driving down Queens Road when access is restricted.
- Guardrails on the seafront road (A259) stops people from crossing at some points of the
 road. However, the guardrails were generally liked, it was considered to be dangerous
 without. Currently an area of guarding has been removed and participants commented on
 people crossing dangerously.
- Pedestrians should have priority over any other road users.
- Participants noted that they do not like the lack of kerbs in the market area this has an
 impact on children and teaching them how to cross a road safely.
- A street level crossing at Harold Place, where the subway is, would be good as this would allow choice, particularly during hours of darkness.

Participants chose to avoid the stepped routes within the town centre as they find them
difficult to use. Participants noted that they try to avoid touching surfaces, and so
improvements to handrails would not benefit them.

Safety

- Some said they are fine using the subway at nighttime if they are in a group but would avoid if they are on their own.
- At nighttime there can be more people out which can be nice, as there is increased visibility
 from people like bouncers which can be reassuring in terms of safety. Although conversely,
 the participants noted that they did not like the crowd and behaviour outside the pubs.
- Lighting could be improved to allow people to enjoy the night life.
- Electric bikes, cars and cycles are too quiet for blind and partially sighted people.
- Steps on Wellington Place are a hazard for blind and partially sighted people (due to a lack
 of contrasting nosings and slippery surface finish).
- Subway can get dark, and therefore feels unsafe at times
- Cyclists use the subway as the cycle route is not continuous, and the lack of continuity was felt to be dangerous.
- With cars constantly using the pedestrian areas, the landscape is constantly changing for blind and partially sighted people, making it difficult to navigate and creating uncertainly as to whether they are safe.

Wayfinding

- There is a lack of signage to access the main town centre all locals know to access via Havelock Road and not Middle Street.
- Wayfinding is tricky for people who are not from here, particularly as you can't see the seafront when arriving at the station.
- Confusion on cycle signage, and people do not know where they can and cannot cycle; people tend to follow each other.

Cyclist and cycle paving

- Crossing points can be difficult as these are shared with cyclists, and it can be difficult to know when they are coming as they can be travelling fast. Participants reported avoiding using the main roads in the town centre after 4pm, as there is too much sharing of surfaces.
- There are real issues with the town centre and cyclists cycling in pedestrian areas mainly the (food) delivery drivers which is worrying for people who are blind and partially sighted.
- Agreement that segregated cycle lanes could be beneficial, but these should have a speed limit as the electric scooters and E-cycles can be fast.
- Redesign subway access to include option for cycle access to better connect cycle routes to the town centre.
- Suggestions made for signs, requiring cyclists to dismount through the town centre.

A.2 Standard snippets

Diagrams and tables referenced in this report have been included below for reference.

ADM Volume 2.

 $\underline{\text{https://assets.publishing.service.gov.uk/media/60b0ea89d3bf7f43560e324a/Approved_Document_M_vol_2.pdf}$

DfT Guidance on the Use of Tactile Paving

 $Surfaces \underline{https://assets.publishing.service.gov.uk/media/61df0c91e90e07037794fe90/guidance-onthe-use-of-tactile-paving-surfaces.pdf}$

Traffic sign Manual - Chapter 6

 $\underline{\text{https://assets.publishing.service.gov.uk/media/5df0e29fed915d15f42c4820/dft-traffic-signs-}\\ \underline{\text{manual-chapter-6.pdf}}$

Clause / Diagram / Table	Snippet
ADM Volume 2 Diagram 1	Diagram 1 Tactile paving and an example of its use at an uncontrolled crossing
	25mm diameter 5mm 10mm 16mm radius Dome profile
	Dropped kerb flush with carriageway Blister surface Gradient 1:12 max, 800mm 1200mm min. Dropped kerb at an uncontrolled crossing

Clause / Diagram / Table	Snippet
ADM Volume 2 Clause 126 (ramps)	Provisions 1.26 A ramped access will satisfy Requirement M1 or M2 if:
(lamps)	 a. either it is readily apparent or the approach to it is clearly sign-posted;
	 b. the gradient of a ramp flight and its going between landings are in accordance with Table 1 and Diagram 3;
ADM Values o	c. no flight has a going greater than 10m, or a rise of more than 500mm;
ADM Volume 2	Table 1 Limits for ramp gradients
Table 1 (ramps)	Going of a flight Maximum gradient Maximum rise
	10m 1:20 500mm 5m 1:15 333mm 2m 1:12 166mm
	Note: For goings between 2m and 10m, it is acceptable to interpolate between the maximum gradients, i.e. 1:14 for a 4m going or 1:19 for a 9m going (see Diagram 3).
ADM Volume 2 Diagram 3 (ramps)	Diagram 3 Relationship of ramp gradient to the going of a flight
	1:20 (500mm rise) 1:15 (333mm rise) 1:10 (166mm rise) 1:10 (30ing of ramp flight (m)

