



# Everybody Included

A Report by

Redbridge People First

Leisure Checking Group

June 2005

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## WHO ARE WE?

We are members of Redbridge People First. We are a group of adults who speak up for our rights.



We were asked by Leisure Services to work together to write a report on access to leisure services.



## We formed the Redbridge People First Leisure Checking Group.



We visited local council leisure services, and some private leisure services.

We checked how they meet everybody's needs.



We looked at the way information is presented and the way the staff communicate with us.



## WHO WAS INVOLVED?



**John Elliffe**

John wanted to ensure that everybody has a voice in the community. As well as taking part in the Leisure Checking Group, John is also involved with the Redbridge Partnership Board as a user representative. He is a Health and Housing Task Group member, with the User Focus Group, the Valuing People Partnership Board and with the Daffodil Advocacy Project Management Committee.



**Andrea Leathers**

Andrea wanted to take part in a project which speaks up for peoples' rights. Andrea said she was in the ideal position to do this. As well as taking part in the Leisure Checking Group, Andrea is a member of the User Focus Group and the Health, Housing and Respite Care Task Groups as a service user representative. She is also involved with the Redbridge Forum Management Board, Redbridge People First and People First Planning Group. Andrea wants to help other people to speak up about leisure.



## **Ros Weinberg**

**Ros wants people to be treated as equals within the community and to be seen as adults able to make informed choices for themselves. She feels that in the past leisure services have not always considered everyone's needs and she wants to see this change. Ros organised the Leisure Checking Group's diary and coordinated the visits. As well as working with the Leisure Checking Group, Ros is also a member of Woodbine Clubhouse, the User Focus Group and the Daffodil Advocacy Project Management Committee.**



## **Malcolm Gasman**

**Malcolm wanted to get involved with helping adults to speak up for their rights. As well as taking part in the Leisure Checking Group, Malcolm is an office volunteer, Trustee and Finance Committee member for the Daffodil Advocacy Project. He is Joint Publicity Officer for Redbridge People First.**



## **Cathy Jones**

**Cathy said it would be good to check that everybody can use leisure services. She wanted to check how people are treated. She wants to help people to speak up.**

**Cathy is a member of Redbridge People First and Uniting Friends.**



## **Hayley Finger**

**Hayley is taking part in the Leisure Checking Group because she wants a service that is accessible to all. In the past, Hayley has chaired the Redbridge Forum and has been part of**

**Uniting Friends. Hayley is a member of Redbridge's User Focus Group.**



## **Andrew Clarke**

**Andrew wanted to take part in this project because he believes it is a good idea as it speaks up for peoples' rights. Andrew is actively involved in representing the rights of Black and Minority Ethnic people with a disability within the London Borough of Redbridge. As well as involvement with the Leisure Checking Group Andrew works as the Equal Voice's Project Worker and is currently producing a booklet on speak up groups in the Borough. Andrew also chairs the Partnership Board, is involved with Cultural Express as a representative for Black and Minority Ethnic voices, is chair of the Woodbine Action Group and Speak Up Link Up.**





**Carol Gardner**

**Advocacy Support Worker**



**Georgina Salmon**

**Advocacy Support Worker**



**Denise Burkwood**

**Advocacy Admin Worker**



**Nigel Joseph**

**Advocacy Manager**

## WHAT IS THE REPORT ABOUT?

We are self advocates who speak up on behalf of people who are often labelled as having a “learning disability”.



We don't like this label.

We will not use it in this report.

**“It was a good idea to find out how leisure services are getting on.”**

**Andrew Clarke**

**“I feel that we should be treated as adults and as equals to everybody else.”**

**Ros Weinberg**

**“ I would very much like to see the changes being made. It is important for everybody. If these changes aren't made, it won't help us at all, and it will make things very difficult.”**

**Malcolm Gasman**

## WHY ARE WE DOING THIS REPORT?

**WE WANT MORE THAN JUST EASY ACCESS!** People want more than just what the law says. We want leisure services that run activities for everyone.



**COUNT ME IN!** Leisure activities should be available to everyone within the community. We want to check that we are seen as valued customers of leisure services.

# WE ARE STANDING UP FOR OUR RIGHTS!

Members of Redbridge People First support the statement that:

*“Members of different groups are the best people to speak out for those groups, because they have personal experience and knowledge to share.”*

We want to be involved in saying what we want to see, not accepting what people think we want to see.



## **WE WANT TO BE RESPECTED**

**We should be treated with equal politeness and consideration as everybody else. We want to check to ensure this is happening.**



## **TO MAKE CHANGE HAPPEN**

**We want to suggest changes that could be made to services to make them better and more accessible for us.**

## **WE WANT TO FEEL WELCOME**

**We want to feel welcome when we use leisure services. We want to feel that we are seen and valued as customers of the service and not as people that staff have to 'deal with'.**



**Ignoring people is discrimination.**

**Listening to us and hearing what we say, shows us respect. We need to be treated the same as everybody else.**



## **PLACES WE VISITED**

**Kenneth More Theatre**

**High Road Pool / Seven Kings**

**Fullwell Cross Pool**

**Wanstead Leisure Centre**

**Redbridge Sports and Leisure  
Centre**

**Central Library and Redbridge  
Museum**

**Wanstead Library**

**Hainault Library**

**Goodmayes Library**

**Mobile Library**



**Valentines Park and Café**

**Hainault Forest Country Park**

**Fairlop Waters Country Park**

**Fitness First**

**Cineworld Cinema**

**J D Wetherspoon**

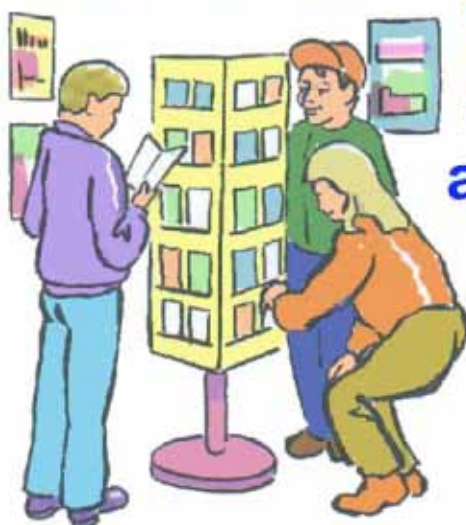
**Pizza Hut**

## WHAT WE LOOKED AT



We visited places and checked them to see how well the staff treated people.

We looked closely at the way people are treated.

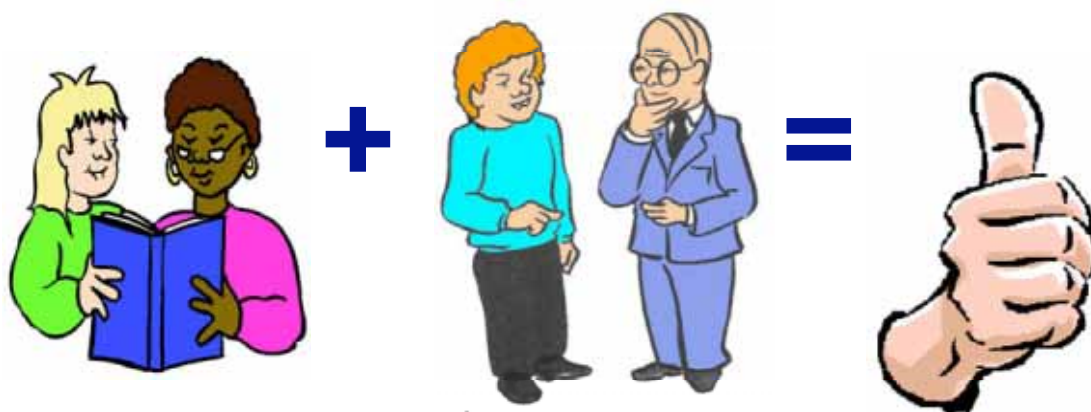
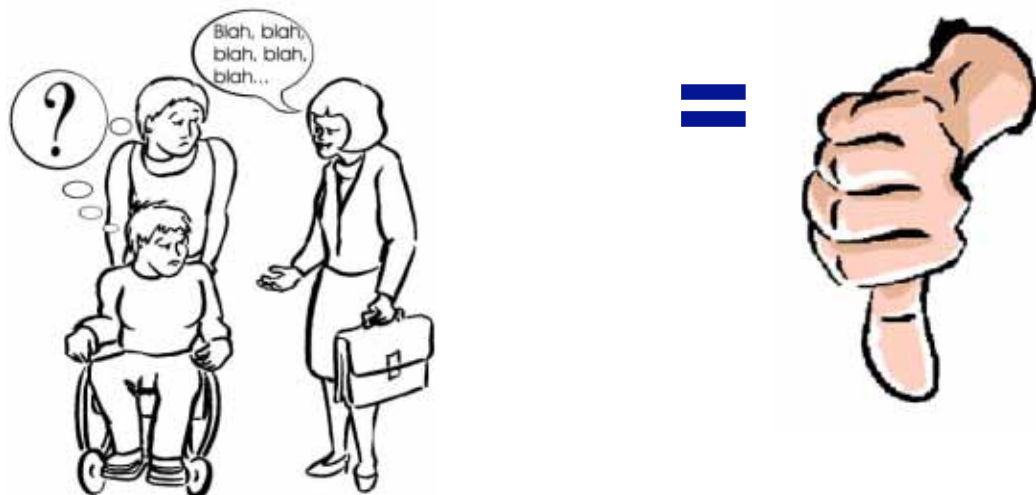


We checked to make sure information was available and easy to read.

**We looked to see if information was available in different forms, such as tapes and CDs.**



**We checked how staff spoke to us and whether we were treated fairly.**



# WHAT WE FOUND

## Kenneth More Theatre



### Good Points



Friendly staff, who were helpful and were willing to spend time explaining things to members of the group.

The staff helped two members of the group who arrived late to find the others and made sure they were comfortable.

The manager did offer to produce information for people on request if they booked watching a play or show in advance, but do not usually use easy words and pictures.

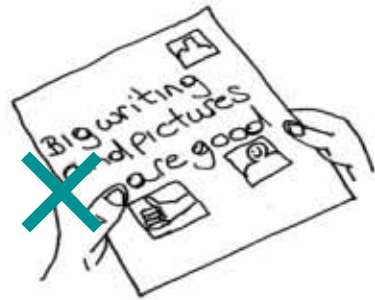


Reduced prices for some people.



## Bad Points

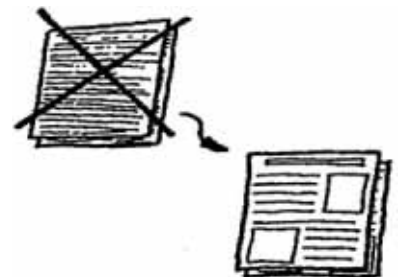
There was no theatre programme in an accessible format with easy words and pictures. The leaflet with names and times of plays was not in easy words and pictures.



The bar was up a flight of stairs and did not have access for everybody. One of our group could not go up the stairs.

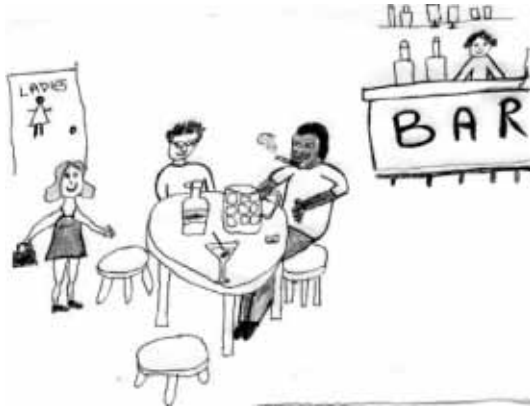
## Changes we want to see

We want to see programmes and leaflets for theatre shows with easy words and pictures.



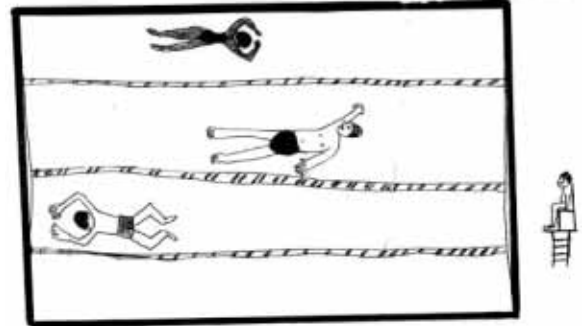
Information should be produced automatically for people and not only on request if they booked watching a play or show in advance, and to use easy words and pictures.

**The staff do bring refreshments down to people who cannot get up to the bar. We would like to see a list of refreshments in easy words and pictures. Then we can choose what is on offer from a complete list until access to the bar is improved.**



**The manager said he is going to get a lift on the outside of the building or bring the bar downstairs. We would prefer the bar downstairs.**

# High Road Pool / Seven Kings



## Good Points



Staff member we spoke to about the lack of signs on the accessible toilet and changing room was friendly and said he would look into it for us.

Outside of the building was well signed.

## Bad Points



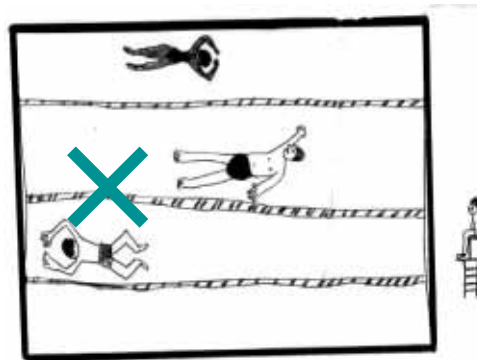
Information leaflet was not easy to understand.



Picture showing opening time was not clear.

The accessible toilet and changing room had no signs.

The big pool was not accessible as the pool staff had roped it off into lanes. This meant a less confident swimmer could not do a width and touch both sides. This makes it difficult to swim, as the small pool is used by young children and school groups.



Staff member on the front desk seemed bored and was not very friendly, she was not very helpful when we asked for information.



**There was no price chart for swimming and other services, and no information about reduced rates.**



### **Changes we want to see**

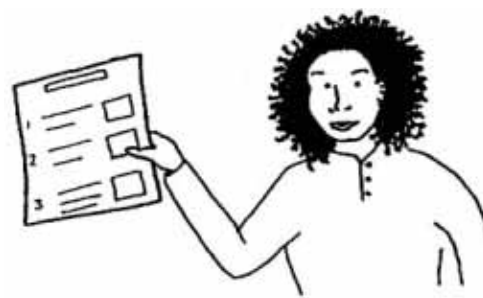
**Equality access training for staff if this is not already happening.**



**Information available on the pool to be designed again, using easy words and pictures.**

**Accessible toilet and changing room need a sign showing this use on the doors.**

**Prices to be displayed in a large accessible format.**



**When roping off is needed, the reception staff should tell people before they buy their tickets that not all the pool is available.**

**BOTH pools need to be accessible. We want more sessions for adults in the smaller pool.**



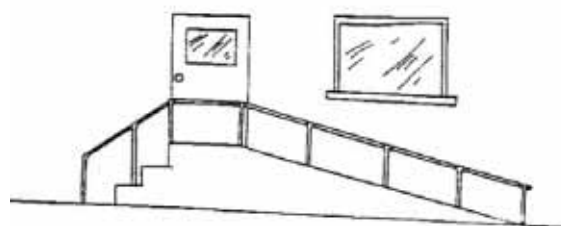
# Fullwell Cross Pool



## Good Points

Ramp and easy access doorway.

Members of staff were helpful and friendly.

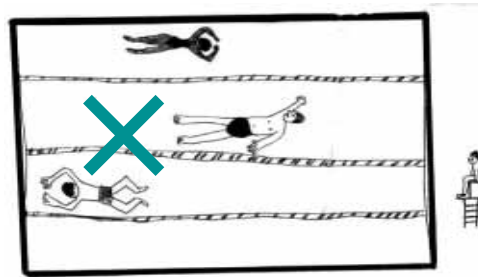


## Bad Points

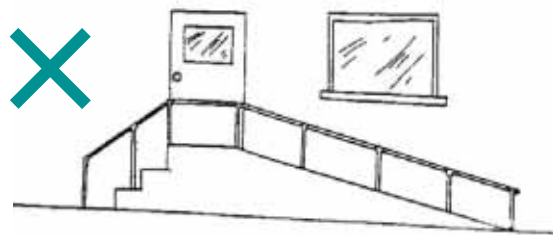
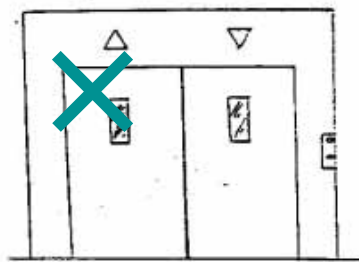
The pool staff had roped off a lane for swimming and the shallow end for lessons.

This meant a less confident swimmer could not do a width and touch both sides. The water available to swim in was too deep for some swimmers.

We were not told before we went in that the pool was divided like this.



There were no lifts or ramps to the spectator area.



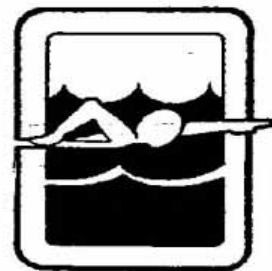
There was no access to the café for wheelchair users.

## Changes we want to see

Staff need to think about everybody's needs when they decide to rope off the pool.

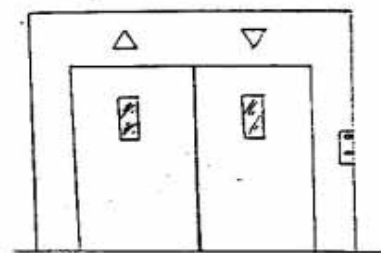
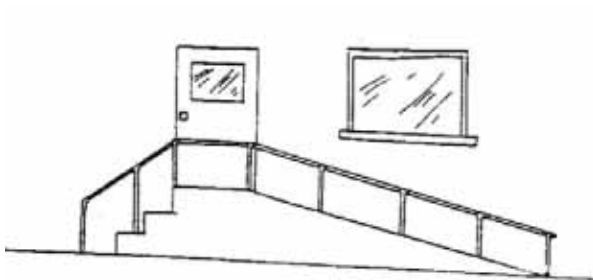
When roping off is needed, the reception staff should tell people before they buy their tickets that not all the pool is available.

If the shallow end is roped off, people still need to go through the shallow water to leave the pool. Some swimmers are not confident enough to go into the deep water to leave the pool.



The spectator area should be made accessible for all.

The café area needs to be made accessible to people who use wheelchairs.



# Wanstead Leisure Centre



## Good Points



Bar staff member was very helpful, polite and gave the group his full attention.

## Bad Points



When the group booked a badminton court over the phone, the member of staff taking the booking was abrupt. They rushed the member of the group making the call.

Receptionist did not know what activities were offered for people.



**We found no access to the gallery area. If there was, it was not signed and we could not find it.**

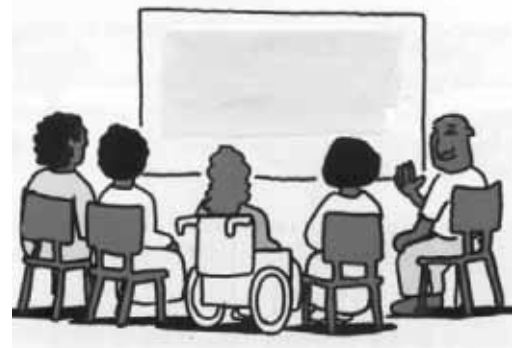
**Staff did not seem to be aware of the needs of everybody.**

**No signs to the changing rooms.**

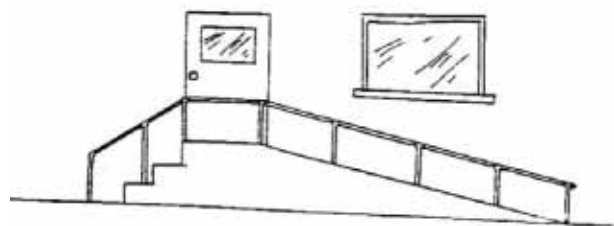
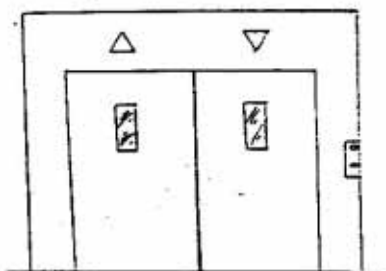
### **Changes we want to see**

**Equality access training for the staff.**

**Staff need to know more about the services the centre can offer people.**



**Access to the 'gallery' needs to be improved.**



**Better signs to the changing rooms and other places.**

# Redbridge Sports and Leisure Centre

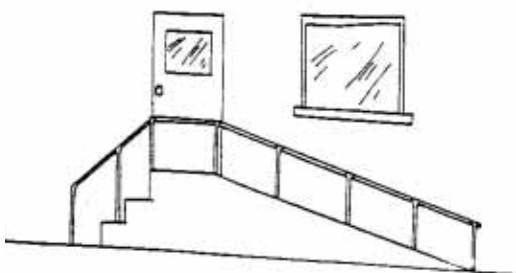


## Good Points

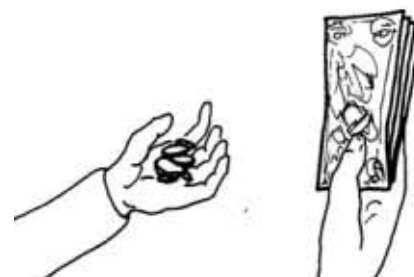
Easy to use telephone booking service.

Staff were friendly and helped the members of the group to find the changing rooms.

Good access to all areas, with accessible toilets, lifts and ramps throughout.



Leisure pass and free or reduced charges for activities for some people.



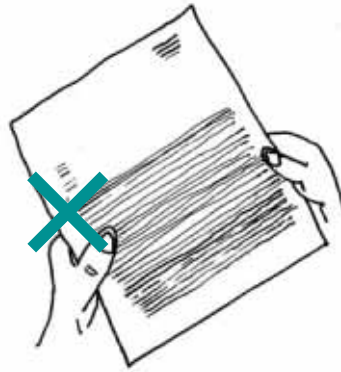




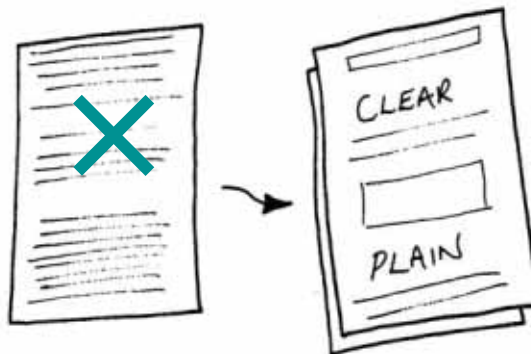
## Bad Points

Information displayed in the sports and leisure centre was not in easy words and pictures.

Writing was too small.



The café menu and prices were not displayed clearly. The menu did not have easy words and pictures.

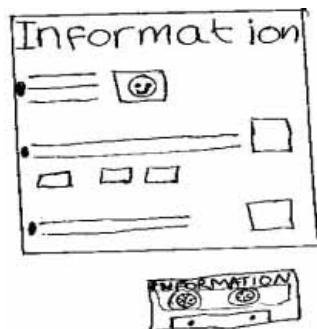


There were not signs inside the building to show you where to go.

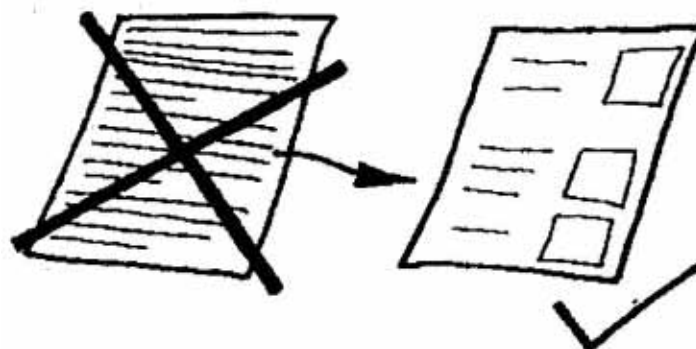
## Changes we want to see

**Better signs giving directions to different parts of the building.**

**Information provided in easy words and pictures, large print, and other accessible formats.**



**Note: The management said they had applied for a grant to spend on making information accessible within the centre, so hopefully this will happen soon.**



# Central Library & Redbridge Museum



## Good Points



**Friendly and helpful staff.**

**Staff had read, and were aware of the White Paper 'Valuing People'.**

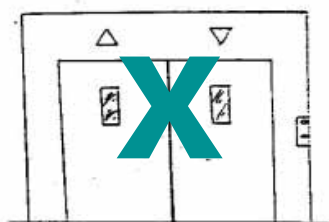


## Bad Points



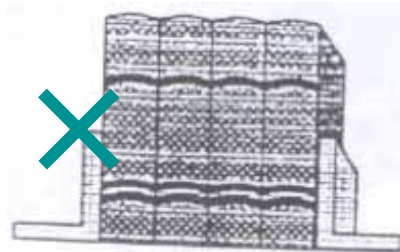
**Lack of access information.**

**Lift not suitable for wheelchair access.**



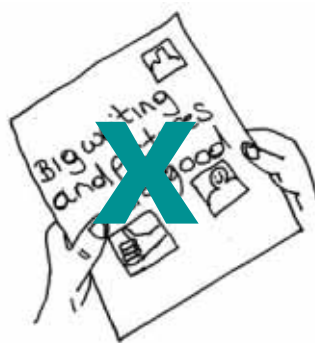
**Radar key to accessible toilet is kept by the caretaker who is not always available.**

**Small selection of large print books.**



**The equality access training for staff is not held every year.**

**Leaflet on library services in Redbridge was not available with easy words and pictures.**



**Accessible information can be provided when people ask for it, but it can take a week to provide it.**

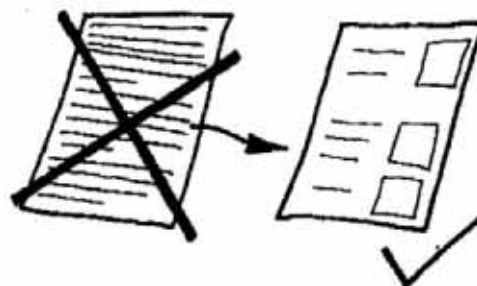
## Changes we want to see



**A Radar key for the accessible toilet should be kept at the library information point, so all staff can get it, not just the caretaker.**

**We want to see a leaflet in easy words and pictures for all library services in Redbridge.**

**Information should be provided in an accessible format in advance, not just when asked for.**



**Equality access training should happen more often. Training should include more than just information about the Disability Discrimination Act.**

**Wanstead Library**



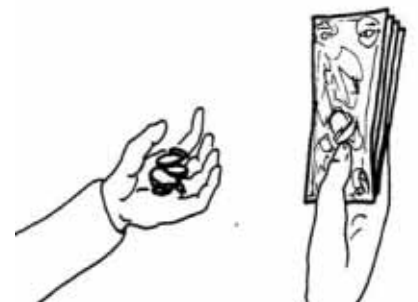
## Good Points



**Friendly and helpful staff.**

**Free Talking book borrowing and reduced prices for borrowing CDs for leisure pass holders.**

**They were interested in our ideas for making the service better.**



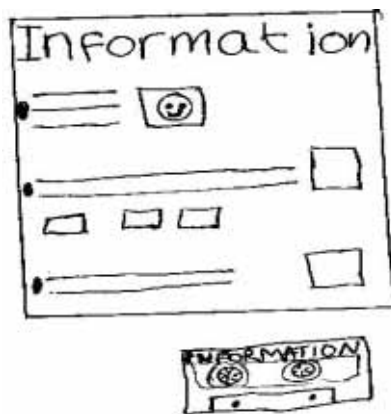


## Bad Points

As with other libraries in the Borough, the Library information leaflet was not in easy words and pictures.

## Changes we want to see

Library information leaflet should include easy words and pictures.



# Hainault Library

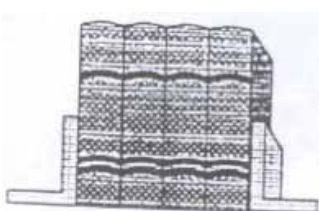


## Good Points



Staff were friendly and helpful.

Lots of information available and well signed information area.



Large selection of talking books and a good large print section. Well labelled shelves in large writing.

Staff have equality access training.







## Bad Points

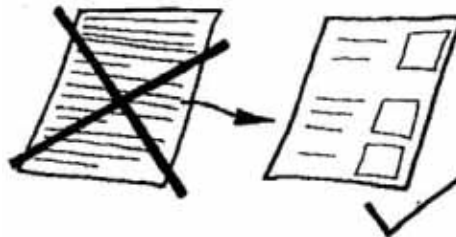
A lot of the information available is not in easy words and pictures.



No accessible toilets in the library.

## Changes we want to see

As for the other libraries we want to see the Redbridge Library Service leaflet produced with easy words and pictures.



We want to see Hainault Library build a new accessible toilet for the general public.



# Goodmayes Library

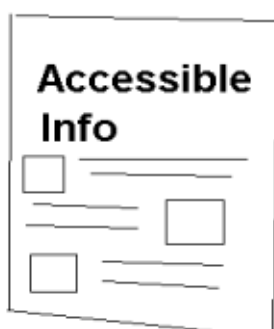
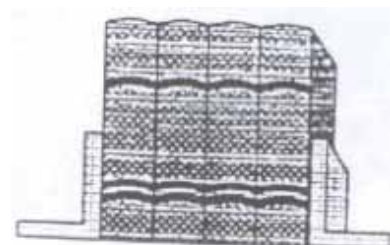


## Good Points



Friendly staff members, who offered to help, when asked by members of the group.

A good selection of large print books and a well signed large print book section.

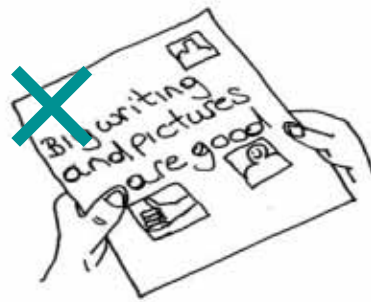


Large selection of leaflets and information on local activities and services. A lot of this was in an accessible format.

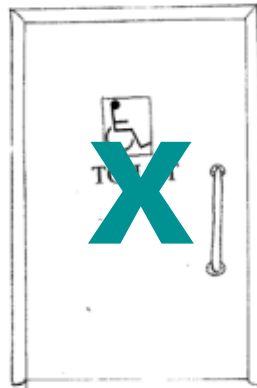


## Bad Points

The new library was too far from the station and from the centre of Goodmayes. Bus service only visits the library once an hour. Redbridge Library Services leaflet was not in easy words and pictures.



No customer toilets, but staff allowed a member of the group to use the staff toilet when we asked.



CD display stand was unstable and nearly fell onto a member of the group. Information point in the library was not well signed.

## Changes we want to see

In future, when leisure services move to new buildings, the needs of service users need to be thought about in the planning. We should be asked for advice.



The library services leaflet for all libraries should be with easy words and pictures.

There should be toilets for customers, including an accessible toilet.

That the CD stand in Goodmayes Library is replaced with one less likely to be a problem to people of small stature or those in wheelchairs.



That the information point has a bigger, bolder sign.

# Mobile Library



## Good Points



Polite and welcoming staff who listened to the needs of people.

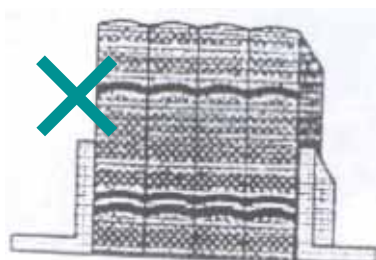
One of the mobile library vans has computer facilities and a lift for easy access.

## Bad Points

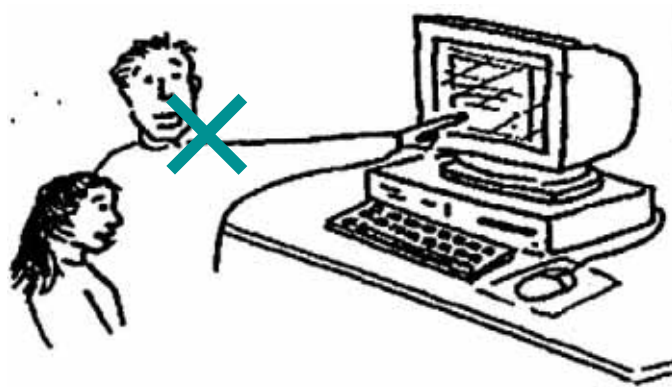


Is not accessible on a day to day basis like the main libraries.

Less books to choose from than a main library.



**Not all of the mobile library stops cater for everyone. One of the vans has a lift, and has computer equipment, not all of them do.**



### **Changes we want to see**

**That all mobile library vans have full access for everyone.**

**That more stops are made by the vans that support access for people.**

# Valentines Park and Café



## Good Points



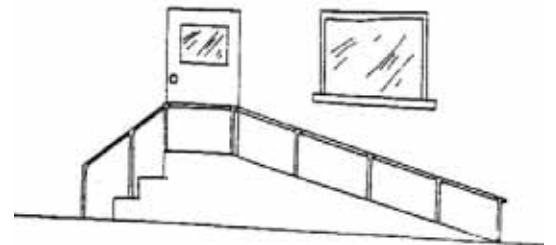
Free parking. Paths are well kept.

Very friendly and welcoming staff in the café.

First Aid hut has a ramp.

Ramp to café with wide doors into café.

Commitment from management to address the concerns the group had about the park.





## Bad Points

The clock on all the gates are too small (we would prefer a digital display).

We could not see staff in the park.

No ramp to tennis courts nearest the car park.

First aid hut is not signposted from other park areas and was shut.

Opening times, menu and prices for café were far too small and did not use large words or pictures.



Accessible toilet was locked and there were no staff present with a radar key to unlock it. No sign on the door showing its purpose.

The male and female toilets by the café were disgusting and needed to be cleaned urgently and a lot more often. There was no soap or towels. There was rude graffiti and vandalism in the toilets.



Changes we want to see

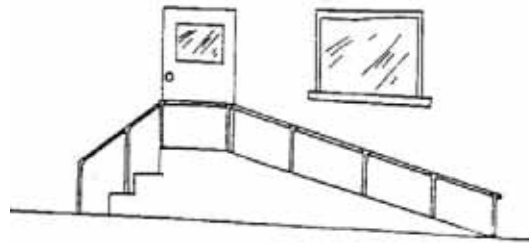


**Change clock and timetable for one that is more accessible (larger, and we prefer digital).**



**We would like to see staff in the park to provide first aid, to make sure we are safe, and to ensure access to the accessible toilet.**

**Ramp to the tennis court nearest the car park.**



**Opening times and prices in café to be replaced with ones that are in easy words and pictures.**



**The toilets near the café in the park were disgusting and need to be cleaned urgently and more often. We felt vulnerable and the state of the toilets made us afraid. Cleaning and graffiti removal should happen as soon as possible.**



**They are getting more money to make the park better. They promised that police will walk around the park, to make sure nothing is being done wrong. Until this happens, if you see someone doing something wrong in the park, please write down their description and send it to the park manager.**

# Hainault Forest Country Park



## Good Points

Information available was accessible, but could be made even better by including pictures and bigger text.



Good signs around the park pointing out things of interest and general directions.

Friendly staff with a good level of equality access training and first aid training.



## Bad Points

Accessible toilet was locked. No signs about how or where to obtain the key. The manager told us there is a buzzer by the toilet that you push and a member of staff comes with a key. The group went back to test this and

found the staff came immediately. We need a sign to tell us to do this.

Members of the group were unable to check the menu and opening times of the tea room for accessible words and pictures as it was shut. Management informed the group it was only open during 'season'.

### Changes we want to see

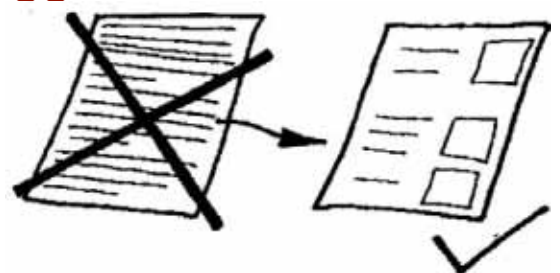
On the second visit, the accessible toilet now had a sign pointing out the buzzer to press to ask for the key. We tested this and it worked well.



We were told that new signs are being put up around the park. As long as this continues to happen then the changes we want to see are already happening.

The opening times and clocks on the gate to the park could be bigger and more accessible.

The manager said they would be happy to listen to advice about making the information more accessible, including bigger text and pictures.



# Fairlop Waters Country Park



## Good Points



**Friendly and helpful staff in the café.**

## Bad Points



**No information pack in easy words and pictures.**



No ramps or handrails in places where they would have helped.



No public toilets in the park. Café on site had a toilet but it was not accessible.

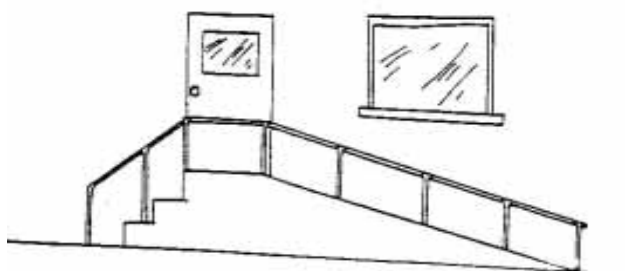
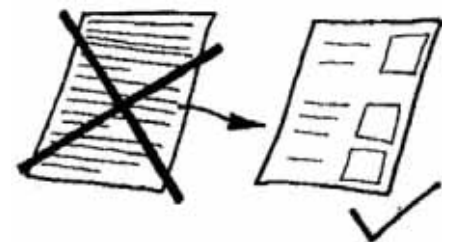
Not enough parking and parking bays for easy access.

No accessible angling platforms.

### Changes we want to see

Access to the toilets improved and an accessible toilet built.

A guide to the park produced in easy words & pictures.



Some new ramps need to be built.

**More blue badge parking bays for easy access.**



**Public toilets to include an accessible toilet in the park, not just the café.**

**Accessible angling platforms for anglers.**



# Fitness First



## Good Points

The staff were friendly and took the time to make sure everyone understood what was being explained. They worked at the group members' pace.



The manager gave us the time we needed during the interview and offered us refreshments.

Blue badge bays for parking very near entrance.

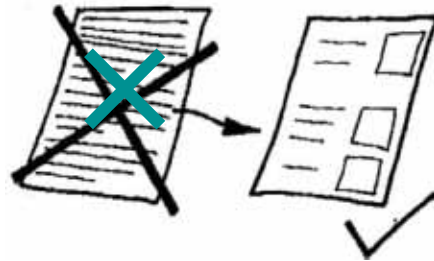
The service from staff was excellent.





## Bad Points

**Fitness First Magazine and leaflets did not have easy words and pictures.**



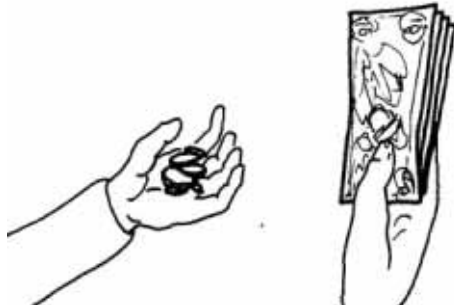
**No reduction in membership fee or monthly membership for people on benefits.  
Membership price was not on display.**

**Staff training does not include equality access training, but does include equal opportunities, access regulations and first aid.**



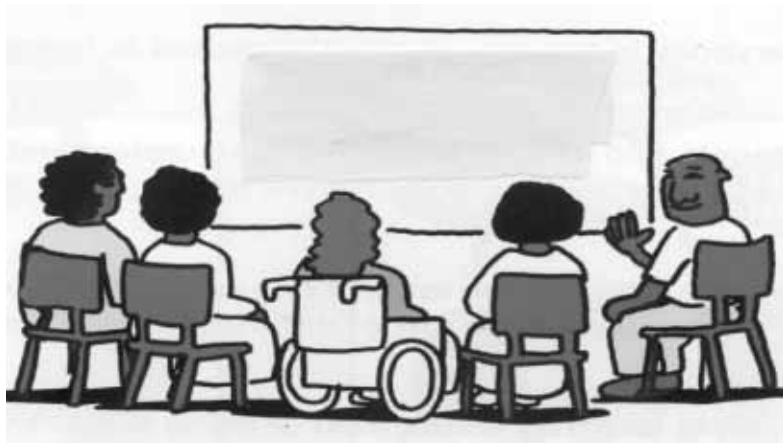
## Changes we want to see

**Price of membership should be displayed.**



**Fitness First should introduce a reduced membership fee or monthly concessionary fee for people on benefits.**

**The company should introduce equality access training programme. Although the manager of this branch knew a lot about people's rights, there may be other people working for the company who need training.**



# Cineworld Cinema



## Good Points



The staff selling tickets were polite and friendly.

Reduced price for people receiving benefits, you need to show your benefit book to get the discount.

Job Seekers

Incapacity Benefits



## Bad Points

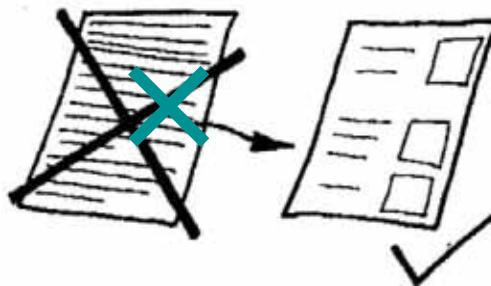


The manager we spoke to was not helpful. She was defensive and asked us if we were going to complain about her cinema.

She would not sit down with us to answer our questions. She answered questions too

quickly. She did not wait for us to ask our questions fully before she answered. She ignored questions we asked and would only speak to our support worker.

She was snappy with one of us who asked about the map being produced in a bigger format and said 'It's not that hard to see'.



We found the way she spoke to us was unacceptable and rude.



Manager would not let the group see or have a copy of the equal opportunities policy.

Text in film promotion magazine was too small.

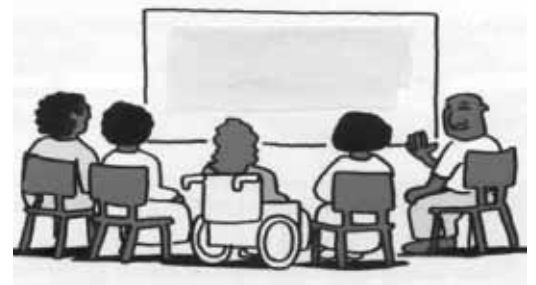
The emergency exits and the lift were not signed at all.

What large signs were there were mainly selling things, rather than helping to guide people to the screens or toilets.

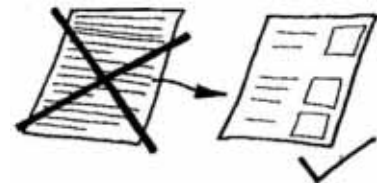
**Automated phone system for booking tickets was not user friendly for people. There was no option to speak to a human operator. This may break the Disability Discrimination Act. It stops some people finding out about and using the service.**

### **Changes we want to see**

**Cineworld should start training in equality access from a service user's view as soon as possible. Staff need to learn how to respect everyone.**



**The film promotions magazine and flyers should be produced in an accessible format.**



**That exits, toilets, access lift for wheelchair users and other areas of the cinema have easy word and picture signs that are large and clear to see.**



**We want the automated phone line to have an option to talk to an operator. People who are unable to use an automated system need to speak to a human operator. The current service does not support everybody.**

# JD Wetherspoon The Great Spoon of Ilford



## Good Points



Staff knew what drinks were suitable for people with diabetes.

Staff friendly, helpful and willing to take time to go through menus and drinks prices with us.





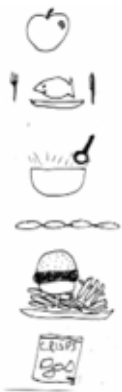
## Bad Points

Menus are not as accessible as we would have liked.

Small car park has no defined blue badge parking bays.

Staff confirmed order with support worker after one of us ordered a drink, rather than with the person ordering the drink.

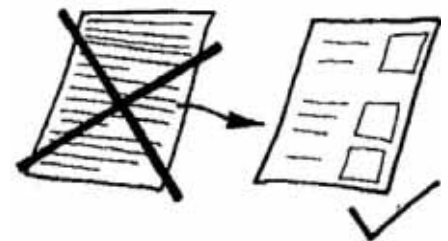
## Changes we want to see



We want staff to learn everyone is able to make choices for themselves. If they cannot hear someone they should ask them to repeat what they said, not ask someone else to speak for them. We find this offensive, and would like it to change.

There should be a marked bay in the car park for blue badge holders.

Food menu and promotional offers menu should be available in easy words and pictures.



# Pizza Hut



## Good Points



Good service. Members of the group were not rushed to make a decision as they have been in other restaurants in the past. The staff respected that people would take time to order food and eat their food.

When the wrong drink was delivered, it was exchanged when a member of the group pointed this out, without delay or fuss.

Menu was in an accessible format with easy words and pictures.

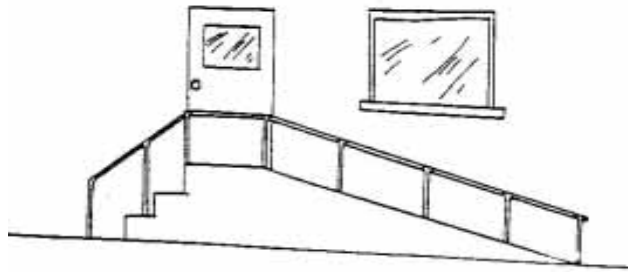
They had and showed us menus that were available in large print, with pictures and also in Braille.

The manager told the group that if a person





could not read Braille or was unable to read at all, then staff would happily go through the menu with them.



**Ramp available and Guide Dogs allowed.**

**All staff trained in awareness of everybody's needs. This training programme is ongoing, and includes new laws as they are made.**

**Accessible toilet with alarm linked to staff so an immediate response to a problem can be given.**



**All staff have first aid training.**

**They have the Disability Discrimination Act on their website.**

## Bad Points



**It was difficult to get hold of the manager to make an appointment.**

**We were not offered the large print or the Braille menu, so we would not ask for them.**

## Changes we want to see

**The service offered could be improved if there was always at least 1 person available to understand and sign simple sign language for welcome, goodbye, yes, no, etc.**



**Pizza Hut needs to make sure that the staff can communicate well with customers. This should be part of staff training.**

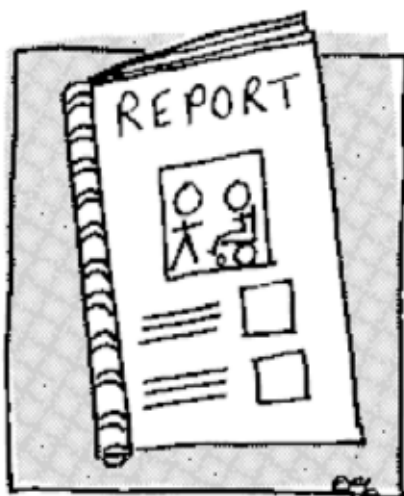
**Customers need to know the large print, Braille and picture menus are available. This should be written in large print and in Braille on the menus in the restaurant and on the window.**



## FINAL CONCLUSIONS

We found that leisure service providers and staff do consider people when they make decisions about services and how they communicate information to us.

However, we also found that they still make decisions based on what they think is best for us, rather than what we actually want.

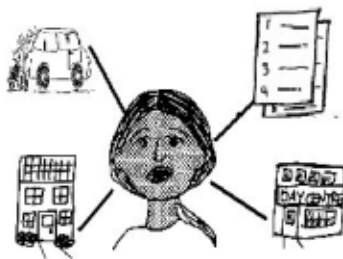


We were happy to be asked to write this report, to be consulted on what we think of the services provided and to check the way we are treated.

**As a group we feel strongly that more should be done to cater for our needs. Services should be designed specially for us not just made accessible to us.**



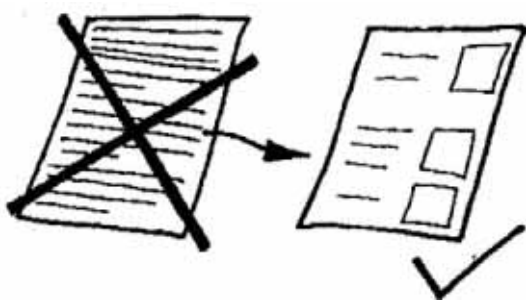
**We want person centred planning to be introduced. We want to be asked before changes are made or new services are offered.**



**We want to see all leisure services ask us 'HOW CAN WE IMPROVE THE SERVICE WE OFFER YOU?'.**

**Leisure service staff would benefit from equality access training that is delivered by self advocates.**





**Information like timetables, programmes, and menus is not always**

**in an accessible format with large words and pictures. We want to see more being done to make things easy to read.**

**Sometimes information is available in large print and pictures, but nobody is responsible to make sure this is available. Once a supply runs out, then nothing is done to replace it. Leisure services should monitor this to make sure everybody is included.**



**We want to be seen as equals.**

**We want to feel welcome when we use leisure services.**

**We want people to talk to us, not at us.**



**We have found most staff of leisure services to be polite and helpful.**

**But we still found some places difficult to use because staff need more awareness of our rights and needs.**



# CONTACT LIST FOR SERVICES



**Kenneth More Theatre  
Oakfield Road  
Ilford, Essex  
IG1 1BT  
020 8553 4464**



**Wanstead Library  
Spratt Hall Road  
Wanstead, London  
E11 2RQ  
020 8708 7400**

[wanstead.library@redbridge.gov.uk](mailto:wanstead.library@redbridge.gov.uk)



**Goodmayes Library**  
**76 Goodmayes Lane**  
**Iford, Essex**  
**IG3 9QB**  
**020 8708 7750**

[goodmayes.library@redbridge.gov.uk](mailto:goodmayes.library@redbridge.gov.uk)



**Central Library and Museum**  
**Clements Road**  
**Iford, Essex**  
**IG1 1EA**  
**020 8708 2414**

[central.library@redbridge.gov.uk](mailto:central.library@redbridge.gov.uk)





**Hainault Library**  
**100 Manford Way**  
**Chigwell, Essex**  
**IG7 4DD**

**020 8708 9206**

[hainault.library@redbridge.gov.uk](mailto:hainault.library@redbridge.gov.uk)



**Mobile Library**  
**020 8554 5000**

<http://www.redbridge.gov.uk/learning/mobilelibrary.cfm>

**Follow the Web Link to the Mobile Library timetable.**

**Aldersbrook    Chadwell Heath    Clayhall**  
**Redbridge    Hainault    Goodmayes**  
**South Woodford    Ilford    Seven Kings**  
**Newbury Park    Woodford Bridge**  
**Woodford Green**



## **High Road Swimming Pool**

**468 High Road**

**Ilford, Essex**

**IG1 1UE**

**020 8553 0639**

[ilford.pools@parkwood-leisure.co.uk](mailto:ilford.pools@parkwood-leisure.co.uk)



## **Fullwell Cross Pool**

**133 High Street**

**Barkingside, Essex**

**IG6 2FA**

**020 8550 2366**

[fullwell.cross@parkwood-leisure.co.uk](mailto:fullwell.cross@parkwood-leisure.co.uk)



**Wanstead Leisure Centre  
Redbridge Lane West  
Wanstead, London  
E11 2JZ  
020 8989 1172**



**Redbridge Sports Centre  
Forest Road  
Barkingside  
Ilford, Essex  
IG6 3HD  
020 8498 1000**



**Valentines Park - Ilford  
Melbourne Road, Cranbrook Road  
and Perth Road entrances  
020 8478 3020**



**Fairlop Waters Country Park  
Forest Road  
Hainault, Ilford, Essex  
IG6 3HN  
020 8708 3095**



**Hainault Forest Country Park**  
**Romford Road, Chigwell, Essex**  
**IG7 4QN**  
**020 8708 3095**



**Fitness first**  
**261-275 High Road**  
**Ilford, Essex**  
**IG1 1NJ**  
**020 8514 7666**  
[Ilford@fitnessfirst.com](mailto:Ilford@fitnessfirst.com)  
<http://www.fitnessfirst.co.uk>



**Cineworld Cinema  
Clements Road  
Ilford, Essex  
IG1 1EA**

**0871 220 8000**

<http://www.cineworld.co.uk>



**JD Wetherspoon  
The Great Spoon of Ilford  
114-116 Cranbrook Road  
Ilford**

**IG1 4LZ**

**020 8518 0535**



**Pizza Hut**  
**198 High Road**  
**Ilford, Essex**  
**IG1 1LR**  
**020 8553 2782**

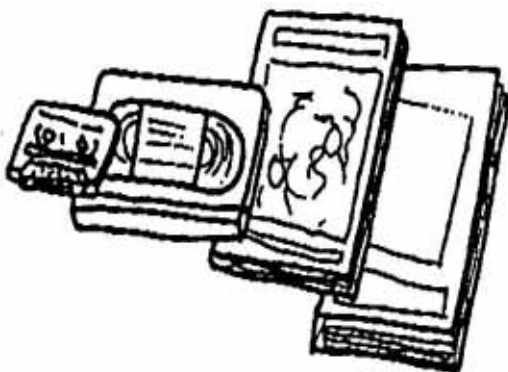
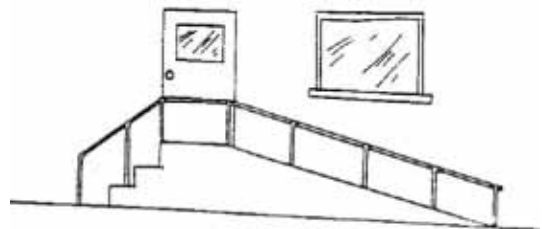
## LIST OF DIFFICULT WORDS WE USED

We tried not to use jargon, but there are a few difficult words we had to use. This is what they mean:

### **Accessible:**

This means that everyone can use a service.

For example, a building can be accessible if it has ramps and lifts.



Information can be accessible if it is in large print, easy words and pictures, on tape or CD, or in Braille.



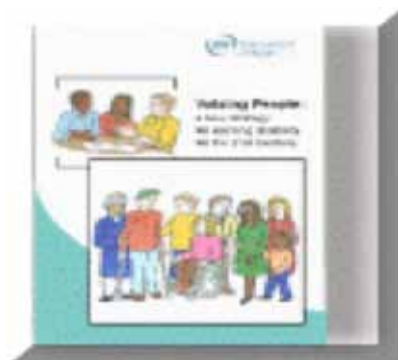
# Disability Discrimination Act

This is a law, made by the government.

It says that places that people go to **MUST** be made accessible to everybody.



## “Valuing People” - The White Paper



This was written by the government in 2001. It is about making services better.

You can see a copy on their website:

[www.valuingpeople.gov.uk](http://www.valuingpeople.gov.uk)

# Equality Access Training

This is training about our rights. It is about treating everyone equally, being aware of everybody's needs, and making sure that services are accessible to everybody.

The best people to present this training are self advocates.



**THANK YOU TO OUR FUNDERS  
AND PARTNERS**

**Redbridge & Waltham Forest  
Learning Disability Partnership,  
852 Cranbrook Road,  
Barkingside,  
Ilford, Essex IG6 1HZ  
Contact: Malcolm Watson**

**and**

**Leisure Services,  
Lynton House,  
255-259 High Road,  
Ilford, Essex IG1 1NY  
Contact: Sue Thiedemann**



**London Borough of  
Redbridge**

**With thanks to**



**for including a link to this report  
from their website**

**[www.enabledlondon.com](http://www.enabledlondon.com)**

## CONTACT US

Redbridge People First Leisure  
Checking Group can be contacted  
at the following address.

Leisure Checking Group  
Redbridge People First  
Unit 2, 249 Cranbrook Road  
Ilford, Essex, IG1 4TG

Tel: 020 8554 0204

[redbridgepeoplefirst@yahoo.co.uk](mailto:redbridgepeoplefirst@yahoo.co.uk)  
[daffodil.advocacy@btconnect.com](mailto:daffodil.advocacy@btconnect.com)

We used the following pictures in  
this report:

