

16 March 2015

Metro Audit Station:

RAG score

Green: high level of standard / scored positive against question

Amber: average – room for improvement

Red: scored negatively against the question – explain why

Notes on colour schemes


*NB:-
Surfaces and finishing need to have a contrasting colour scheme. Avoid patterns.
Backgrounds i.e. walls should be a pastel colour with doors and signage being a strong colour.
Research shows that red, orange and yellow are most recognisable to people with dementia. Blue, green and purple are not.
To help with identification the same colour should be used for the same product. For example, all signs should be one colour i.e. red. All doors should be one colour i.e. (yellow). Etc.*


Millfield Metro Station



Approach routes & identification	RAG Score	Comments
Are main entrance to the station easy to find and clearly distinguishable from façade?		Yes
Are all entrances to the station clearly signed and visible from approach routes and footpaths?		Car Park entrance – sign ‘Millfield’. Unclear which direction the metros are traveling. Recommend: Add directional descriptive, i.e. trains to city centre (with arrow)




Lighting	RAG Score	Comments
Are there pools of bright light or door shadows? - should be avoided		Platforms, ramps and stairs well lit.

Flooring / Ground	RAG Score	Comments
Is the floor/ground different colours to identify different areas, i.e. stairs/ramp to platform?		
Is the flooring free from trip hazards? Are floors/ground flush?		
Does the floor/ground have borders? This can look like a barrier to some people so best avoided.		Thin warning line running along edge of platform, when wet looks like ice.
		 <p data-bbox="884 949 1517 1003">Recommend: Paint wider double yellow lines. Good example at Park Lane (replace white thin with yellow)</p>
Is the floor/ground very dark? This may look like a large hole to some people, again best avoided?		
Is the floor/ground plain and non-reflective? Flecks and speckles can cause confusion – could be seen as dirt or crumbs.		


Seating	RAG Score	Comments
In larger areas, is there seating?		n/a
Does any seating, look like seating?		Seats are hard to identify. Grey in colour and blend in with the background.
		 <p data-bbox="879 1989 1235 2016">Recommend: Repaint yellow.</p>
Is access to seating direct and unobstructed?		

Signage	RAG Score	Comments
Are signs suitably located?		<p>'Help Point' currently red text on wall. Recommend: signs need to stand out and need to be contrasting against background colour.</p> 
Are the signs easy to see, clear and logical?		<p>Signs are white. Recommended that they are yellow to fit in with bins, seats, warning line. Consistency with one colour having a 'meaning'.</p> <p>Also, can be misleading i.e. Millfield station states 'South Hylton', people with memory problems might get confused. Add description i.e. trains to South Hylton.</p>
Is signage well lit (where applicable?)		
Do the signs have a contrasting colour, compared against the background colour?		<p>Majority of signs are clear, but it was pointed out that 'Platform 2' sign is black writing over dark purple background. Recommend: 'Platform 2' sign replaced 'white background / black writing'.</p> 
Some people with dementia often look at the floor as they walk. What level is signage at? Ground, waist, eye, above head height?		Majority signs are well above head height. Normal practice. Unsure what could be done.
Do the signs illustrate pictures and well as words? Some people will recognise		Only one sign displayed pictures i.e. 'easy access'. No others signs did.

<p>the word and others will recognise the picture.</p>		
<p>Are signs placed at key decision points for someone trying to navigate the station?</p>		<p>Yes, but more directional description is required. e.g. 'Exit' 'trains to' 'over the bridge to'.</p> 
<p>Are signs for toilets and exits clear?</p>		<p>No toilets. Exits not indicated. Recommend: mark 'exit' onto signs indicating where it leads to.</p>


Safety	RAG Score	Comments
<p>Are there hand rails and grab rails provided to enable people to walk?</p>		<p>Yes, of good quality, but they are painted the same as the railings making them hard to distinguish. Recommend:</p>  <p>Re-paint yellow.</p>
<p>Are the lifts clearly indicated? (Where applicable)</p>		
<p>Are the walkways clear?</p>		<p>Are clear, but water does gather on the stairs and in the dark the street lights reflect in the water making it look like a large pools, icy and dangerous.</p>
<p>Do the edges to stairs and steps have a strong colour / texture strip at the top and bottom of each flight?</p>		<p>Yes, but due to footfall the paint could do with being touched up. Recommend: Re-paint strips / edges.</p>
<p>Is each step marked with a strong contrasting colour?</p>		<p>See above.</p>


Metro Audit Station: University Metro Station


Approach routes & identification	RAG Score	Comments
Are main entrance to the station easy to find and clearly distinguishable from façade?	Green	Exits clearly marked – recognised as good practice. 
Are all entrances to the station clearly signed and visible from approach routes and footpaths?	Orange	Signs leading up to station unclear. Recommend: Add directional descriptive, i.e. trains to city centre (with arrow)

Lighting	RAG Score	Comments
Are there pools of bright light or door shadows? - should be avoided	Green	


Flooring / Ground	RAG Score	Comments
Is the floor/ground different colours to identify different areas, i.e. stairs/ramp to platform?	Green	
Is the flooring free from trip hazards? Are floors/ground flush?	Green	
Does the floor/ground have borders? This can look like a barrier to some people so best avoided.	Red	Thin warning line running along edge of platform, when wet looks like ice.

		 <p data-bbox="775 667 1517 725">Recommend: Paint wider double yellow lines. Good example at Park Lane (if the white thin edging line replaced with yellow)</p>
<p data-bbox="81 725 456 853">Is the floor/ground very dark? This may look like a large hole to some people, again best avoided?</p>		
<p data-bbox="81 853 456 1005">Is the floor/ground plain and non-reflective? Flecks and speckles can cause confusion – could be seen as dirt or crumbs.</p>		

Seating	RAG Score	Comments
<p data-bbox="81 1106 456 1200">In larger areas, is there seating?</p>		<p data-bbox="762 1106 1543 1200">n/a</p>
<p data-bbox="81 1200 456 1263">Does any seating, look like seating?</p>		<p data-bbox="762 1200 1543 1263">Seats are hard to identify. Grey in colour and blend in with the background. Recommend: Repaint yellow.</p> 
<p data-bbox="81 1778 456 1836">Is access to seating direct and unobstructed?</p>		<p data-bbox="762 1778 1543 1836">Tucked away to the side of the platform. Hard to see. Recommend: identify seating available on signage.</p>


Signage	RAG Score	Comments
Are signs suitably located?		<p>'Help Point' currently red text on wall. Recommend: signs need to stand out and need to be contrasting against background colour. Help point sign missing on 'University to South Hylton side'.</p> <p>Also, tested the 'Help Point' system. No answer. Recommend: might be useful to add in a recorded message that someone is going to answer (like you get when you're on hold), because somebody with memory problems might just give up and wander off if it just keeps ringing.</p> 
Are the signs easy to see, clear and logical?		<p>Signs are white. Recommended that they are yellow to fit in with bins, seats, warning line. Consistency with one colour having a 'meaning'.</p> <p>Also, signs over bridges misleading, more descriptive, in terms of direction needed. i.e. trains to, over the bridge, etc.</p>
Is signage well lit (where applicable?)		
Do the signs have a contrasting colour, compared against the background colour?		
Some people with dementia often look at the floor as they walk. What level is signage at? Ground, waist, eye, above head height?		Majority signs are well above head height. Normal practice. Unsure what could be done.
Do the signs illustrate pictures and well as words? Some people will recognise the word and others will recognise the picture.		Only one sign displayed pictures i.e. 'easy access'. No others signs did.
Are signs placed at key decision points for someone trying to navigate the		Yes, but more directional description is required. e.g. 'Exit' 'trains to' 'over the bridge to'.

station?		
Are signs for toilets and exits clear?		No toilets. Exits indicated.

Safety	RAG Score	Comments
Are there hand rails and grab rails provided to enable people to walk?		Yes, of good quality, but they are painted the same as the railings making them hard to distinguish. Recommend: Re-paint yellow.
		
Are the lifts clearly indicated? (Where applicable)		
Are the walkways clear?		
Do the edges to stairs and steps have a strong colour / texture strip at the top and bottom of each flight?		
Is each step marked with a strong contrasting colour?		


Metro Audit Station:

Park Lane Metro Station

Approach routes & identification	RAG Score	Comments
Are main entrance to the station easy to find and clearly distinguishable from façade?		
Are all entrances to the station clearly signed and visible from approach routes and footpaths?		Yes, but when you exit lifts no directional signage. A bit disorientating. Recommend: Directional signage installed.
		 <p>No immediate directional signage after exiting the lift</p>

Large map of stations displayed near platform. Recommend: map installed at other stations.


Lighting	RAG Score	Comments
Are there pools of bright light or door shadows? - should be avoided		


Flooring / Ground	RAG Score	Comments
Is the floor/ground different colours to identify different areas, i.e. stairs/ramp to platform?		<p>The whole floor upstairs, leading down the stairs and on the platforms is light blue and reflective.</p>  <p>Light blue and reflective floor throughout the station</p> <p>Unrealistic to replace due to costs. Recommend: feedback to head office on appropriate colour schemes for future re-furbishment/new stations.</p>

Is the flooring free from trip hazards? Are floors/ground flush?		<p>Loose –laid mats pose trip hazard</p>  <p>Recommend: change to non-compressible firmly fixed material.</p>
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Does the floor/ground have borders? This can look like a barrier to some people so best avoided.		<p>One thin warning line running along edge of platform, second wider yellow warning line running parallel with white line</p>  <p>Recommend: Re-paint white line to yellow.</p>
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Is the floor/ground very dark? This may look like a large hole to some people, again best avoided?		
Is the floor/ground plain and non-reflective? Flecks and speckles can cause confusion – could be seen as dirt or crumbs.		

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In larger areas, is there seating?		No.
Does any seating, look like seating?		Seats are hard to identify. Grey in colour and blend in with the background.  Recommend: Repaint yellow.
Is access to seating direct and unobstructed?		

Signage	RAG Score	Comments
Are signs suitably located?		red  'Help Point' currently text on wall. Recommend: signs need to stand out and need to be contrasting against background colour.
Are the signs easy to see, clear and logical?		

Is signage well lit (where applicable?)		
Do the signs have a contrasting colour, compared against the background colour?		
Some people with dementia often look at the floor as they walk. What level is signage at? Ground, waist, eye, above head height?		Signage on floor when coming off metro directing people towards the lift – if needs be.
Do the signs illustrate pictures and well as words? Some people will recognise the word and others will recognise the picture.		Only one sign displayed pictures i.e. 'easy access'. No others signs did.
Are signs placed at key decision points for someone trying to navigate the station?		Yes, but more directional description is required. e.g. 'trains to' 'down the stairs to'.
Are signs for toilets and exits clear?		

Safety	RAG Score	Comments
Are there hand rails and grab rails provided to enable people to walk?		Yes, but extremely cold to touch, very off putting to use. Recommend: Overlay with yellow rubber gripping, similar to grab rails on actual metros.
Are the lifts clearly indicated? (Where applicable)		Yes good directional signage, located on the floor, but one of the signs does encourage people to 'walk off' the platform. Recommend: Remove.
Are the walkways clear?		
Do the edges to stairs and steps have a strong colour / texture strip at the top and bottom of each flight?		Stairs do, but not escalators. Recommend: yellow warning line installed to base / top of entrance and exit of escalators.
Is each step marked with a strong contrasting colour?		

Sources: East CCG. (2014) GP Surgeries Checklist, Sunderland Council (2013) Improving the Environment : The Sunderland Standard