

# Accessibility Guide

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**The Howgate Shopping Centre**



## Welcome

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Located in the heart of Falkirk's High Street near the Steeple, the Howgate Centre is the main shopping centre in Falkirk district and is home to many big brands including Debenhams, Boots, River Island, New Look and JD.

We are fully accessible for wheelchair users and cater for anyone with other specific access requirements.

Our staff genuinely care about providing a helpful, efficient and caring service to ensure our shoppers have an enjoyable visit.

Please get in touch if you require any further information about specific access or need advice on planning your visit.

# Centre Details & Contact Info

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## Howgate Shopping Centre

High Street  
Falkirk  
FK1 1HG

**Website:** [www.howgateshoppingcentre.co.uk](http://www.howgateshoppingcentre.co.uk)

**Visit:** Our **Help Desk** is located opposite Dorothy Perkins

**Email:** [info@howgateshopping.co.uk](mailto:info@howgateshopping.co.uk)

**Phone:** 01324 631985



### Hearing

We have a Portable Induction Hearing Loop System at our Help Desk located opposite Dorothy Perkins.



### Visual

Glass doors and full-height windows have contrast markings.

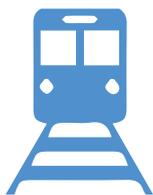


### Mobility

All assistance dogs are welcome in the centre.

## Getting Here

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### Travel by public transport

- You can access the Howgate Centre by bus, train and car.
- Newmarket Street (outside Asda) is the main hub for bus routes and is less than a 5 minute walk to the centre via Lint Riggs. Lint Riggs is on an incline leading to the High Street which is flat.
- The nearest train station is Falkirk Central (previously Grahamston). The train station is only 5 minutes' walk from the Centre via Vicar Street (steep incline) or Lint Riggs.



### Travel by taxi

- You can phone a taxi with either Bruce Taxis (01324 636000) or Express Taxis (01324 638000), both have wheelchair accessible vehicles and can drop you at our Pleasance entrance. A free phone for Express Taxis is also located within our Pleasance entrance foyer.

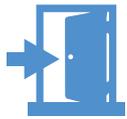


## Parking

- We have a multi-story car park with accessible parking spaces on level 3. The wider bays make parking easier but normal parking charges apply.
- From the car park there is automatic doors leading you to a foyer with lifts.
- The car park entrance is 1905mm high.
- The automatic doors are 1380mm wide, or more.
- The car park is accessed from Cockburn Street.
- The Centre has 513 spaces in total with 27 spaces available for customers with access needs.
- There are 3 pay on foot machines which are accessed before returning to the vehicle on level 1 and 2 at the atrium. For disabled parking, please use the pay station on level 5 at Pleasance exit.
- All spaces are close to customer lifts which give access to the toilets, food court and shopping.
- There are customer help points on each car park level. Staff can be called to provide assistance if required.



# Arrival



## Entrance to The Howgate

### Main entrance

- The main entrance has direct access from the High Street, there is level access.
- The high street is flat with a mixture of cobbles, mono-block and paved areas. Vehicles are not permitted between 11am and 4pm.
- There is 3 sets of double doors at our High Street entrance.
- One set has bi-folding automatic doors which are 1375mm wide.



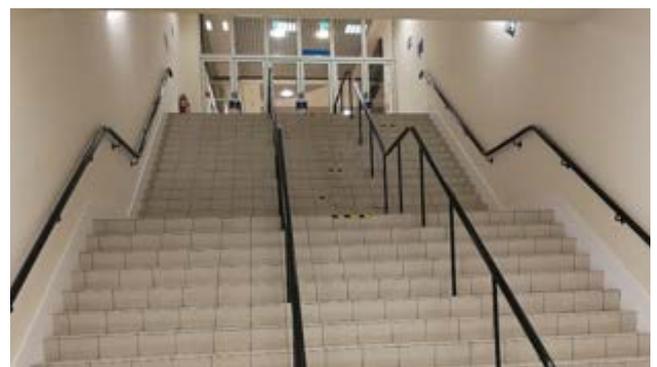
### Side Entrance at Pleasance

- Pleasance entrance has 3 sets of double doors, one set has bi-folding automatic doors which are 1210mm wide.
- Once inside there is another set of doors, including automatic doors to access the shops.
- There is a path on an incline leading to Baxter's Wynd from this entrance.
- Taxis can drop off at Pleasance entrance. There are 2 free disabled parking bays on the street.
- Pleasance entrance is accessed from street level with a small gradual incline.



### Side Entrance at Cockburn Street

- There are no automatic doors at this entrance and is only accessible via a steep set of stairs.



# Getting around inside



## Visual Impairment - General Information

- We have contrast markings on all glass doors and contrast markings on all full-height windows.



## Lift

- We have 4 lifts.
- You can get a lift to all floors.



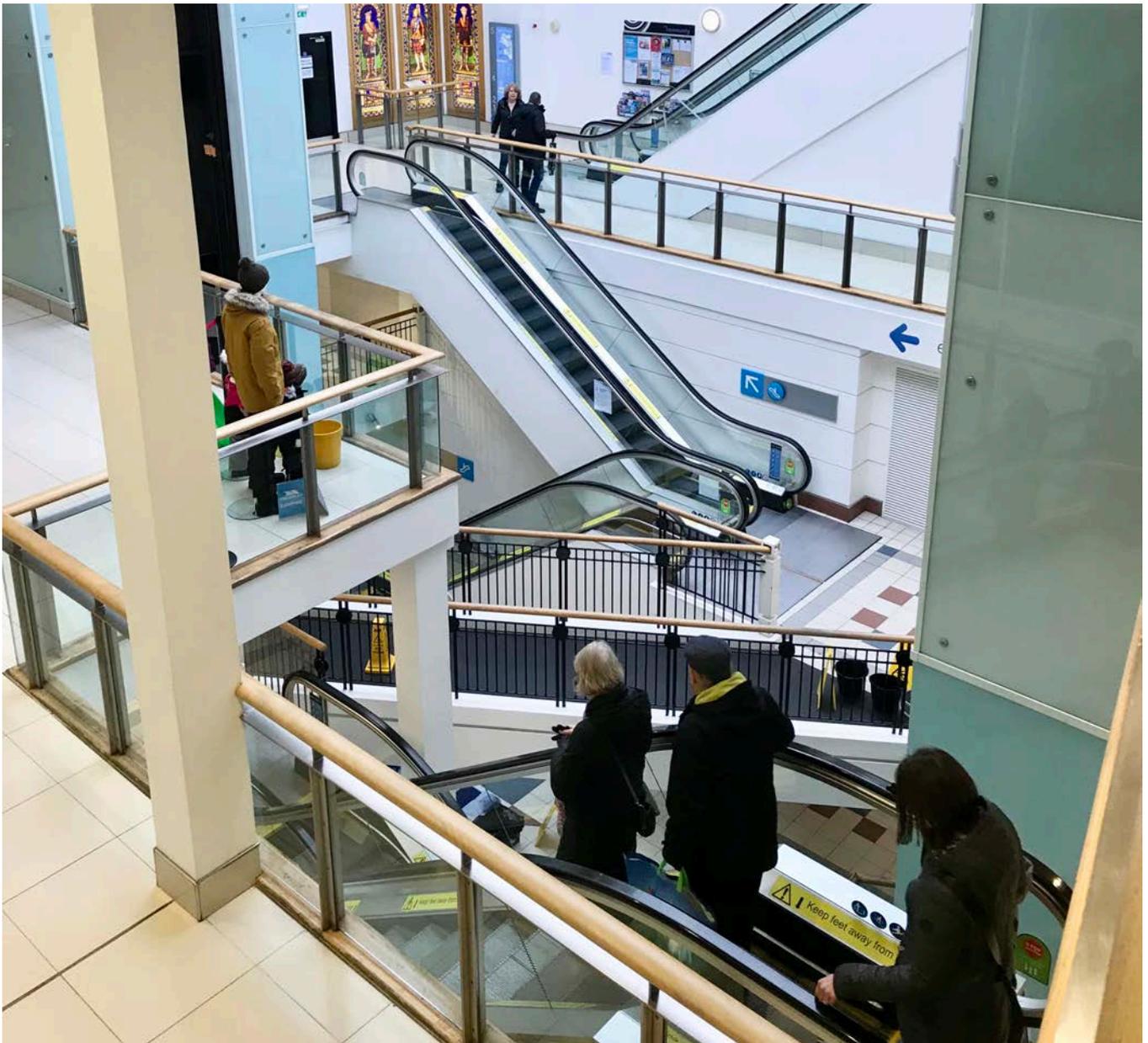
### Enclosed Lifts x 2 next to Pleasance Entrance

- The lift door is 1100mm wide.
- The lift is 1700mm wide. The lift is 1310mm deep.
- The lift says the floor number at each floor.
- The lift buttons have raised numbers.



### Scenic Lifts x 2 next to Food Court

- The lift door is 1100mm wide.
- The lift is 1110mm wide. The lift is 1900mm deep.
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.



## Escalators

- We have 6 escalators.

There are 6 escalators at the atrium that connect car park level 1 and 2 to the shopping mall.

**Please only use the escalators if you can hold on with both hands.**



### We care about your safety

If you can't hold on to both escalator handrails please use the lift



# Public toilets



There are public toilets on level 4 and 5 of the mall including 4 accessible toilets.

- The toilets are open during the centre opening times.
- All these facilities are easily accessible and well-lit within.
- Handrails – Yes



## Level 4 toilets (Food Court)

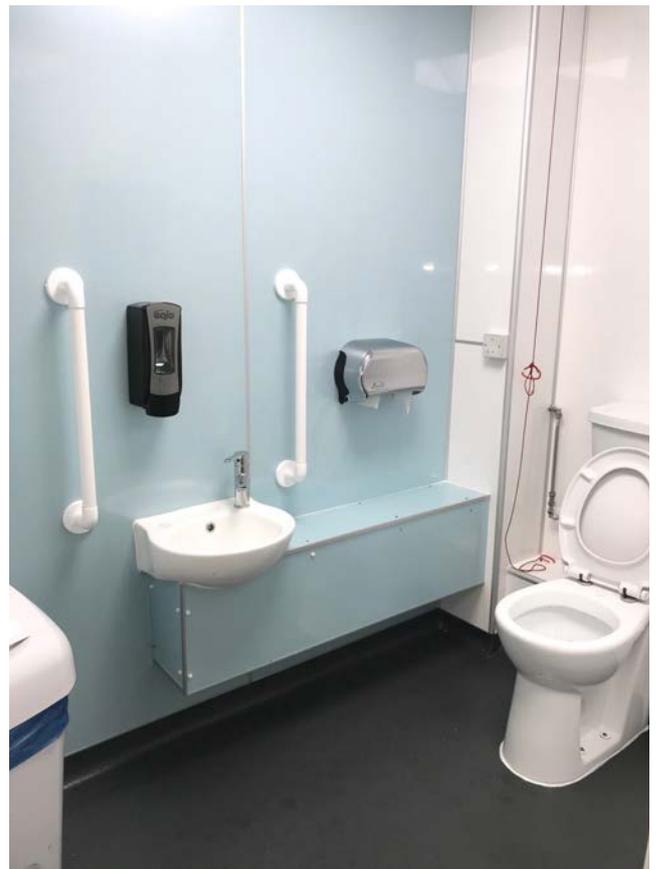
- There are 2 male cubicles, 4 female cubicles and 1 accessible toilet on level 4 (under the food court).
- The scenic lift next to the Allotment Café leads to the toilets.
- The lift will take you from the shopping mall on level 5 down to level 4.
- The toilets are straight ahead as you exit the lift.
- There is a baby change facility in the accessible toilet on this level.
- The toilet door is 910mm wide
- The toilet seat is 440mm high. The toilets have handrails.
- Space at side of toilet – 1580mm, Space at front of toilet – 1170cm



## Level 4 toilets (Pleasance Entrance)

- There are 3 male cubicles and 6 female cubicles on level 4
- There is a baby change facility with a child toilet and 2 feeding rooms
- There is a accessible toilet on this level.
- The lift will take your from the shopping mall on level 5 down to level 4.
- The toilets are straight ahead as you exit the lift.
- The toilet door is 890mm wide
- The toilet seat is 480mm high. The toilets have handrails.
- Space at side of toilet – 830mm, Space at front of toilet – 2000mm.





## Level 5 accessible toilets (Pleasance Entrance)

Our accessible toilets have 'not every disability is visible' signage in place.

- There are two toilets for disabled and less mobile visitors on level 5 (shopping level).
- These are located next to the Pleasance entrance and beside 2 lifts that access all levels of the car park.
- One toilet is open to the public and the other toilet requires a RADAR key.
- Howgate staff have spare RADAR keys to open the toilet if required.
- From the main entrance and the Pleasance entrance to these toilets, there is level access.
- The toilet door is 870mm wide
- The toilet seat is 480mm high. The toilets have handrails.
- Space at side of toilet – 550mm, Space at front of toilet – 1630mm

# Shopping



## Selection of Shops throughout Centre

- From the main entrance to the shops, there is level access.
- From the multi-story car park there is lift access. There is level access from the lifts to the shops.
- The Howgate is a Shopping Centre within Falkirk town centre that offers a wide range of shopping.
- Access to the High Street is via main entrance next to Boots, this is level access and a wide selection of businesses are located along the flat, pedestrianised High Street.
- For a list of stores, visit the store directory on our website.



# Places to eat and drink



- From the main entrance to the food court on level 5, there is level access.
- To get to a table, there are no steps. The route through the food court is 800mm wide, or more.
- There are 2 cafes offering counter service. Staff will assist and provide table service where required.
- There is background music.

**First Class Bistro is located inside the Post Office near the main entrance.**

- To get to a table, there are no steps.
- It serves hot and cold snacks to take-away, with limited seating on the mall.
- There is level access.
- The route to the bistro is 5870mm wide.



**The Allotment Café is located at the atrium, next to the scenic lifts on level 5.**

- To get to a table, there are no steps. There is level access.
- It serves hot and cold food to sit-in or take away.
- The café has a seating area, the area between tables is 1300mm wide.
- The flooring is artificial grass.



**Costa Coffee is located at the atrium, next to the scenic lifts on level 5.**

- To get to a table, there are no steps. There is level access.
- It serves hot and cold food to sit-in or take away.
- The café has a seating area, the area between tables is 1300mm wide.



# Customer care support

## Accessibility equipment

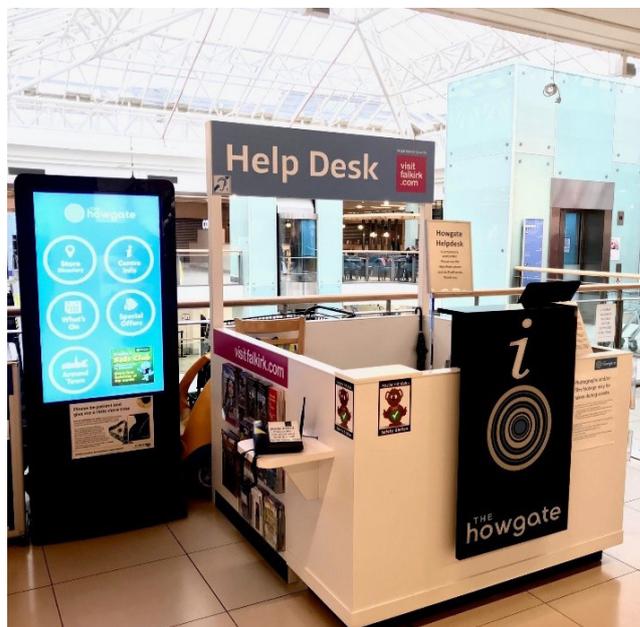
- We have a limited number of wheelchairs available for free loan. The wheelchairs can be used around the town centre but should be returned to the Howgate Help Desk before the centre closes.
- We have a Portable Induction Hearing Loop System.

## Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.

## General customer care support

- Some staff have disability awareness, sighted guiding and hearing impairment training. They have also received mental health awareness training.
- Staff have received epilepsy and dementia training.
- Staff have received autism awareness training and have been awarded the Autism Friendly Award in 2019 & 2020. Autism guides and cards are available on our website and from the Help Desk.
- Staff are available from 7am to 7pm, 7 days per week.
- Child Safe Scheme – We operate a 'Follow the Bear' scheme and have free wristbands available at the Help Desk to add parent/guardian contact details.
- We offer free sunflower lanyards from our Help Desk for customers with hidden disabilities and autism cards
- We have other services for people with accessibility requirements.



Guide last updated: 15 February 2020

# Floor Plan



High Street main entrance



Wilko



Pleasance entrance



The Works



Help Desk



Atrium



Debenhams



- E** AVAILABLE
- F** AVAILABLE
- G** SUPERSTAR BARBER
- H** B'DAZZLED
- 25** HOSPICE BOOK STORE
- 26A** BROWS & BEAUTY

- KIOSKS**
- 1** BEAUTY BOUTIQUE
  - 2** MOBILE PHONE KIOSK
  - 3** SKY
  - 4** BABES BOUTIQUE
  - 5** POP-UP RETAIL



Food Court