



Accessibility Guide

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Introduction

Based in the heart of Manchester on Sidney Street, The Proud Place houses the LGBT+ charity for young people, The Proud Trust, and serves as a community hub for the wider LGBT+ population across Greater Manchester and beyond. Our new building was launched in 2022, as a space for all members of the LGBT+ community, as well as their other intersectional identities. We are on a continuous journey to make this space accessible for all of our visitors, including our disabled, deaf, chronically ill and neurodivergent visitors.

This is a living document, so if there is anything that could make or has made your visit easier, please send an email to access@theproudtrust.org.

Contact Details

Erin (they/them), Bookings and Welcome Assistant

Jeni (she/her), Centre Manager

Email for access questions: access@theproudtrust.org

Email for general booking enquiries: theproudplace@theproudtrust.org

Telephone: [07938 601105](tel:07938601105)

You can expect a response within five working days. Please bear in mind that The Proud Place team is a small team that works across the seven-day week.

Venue Description

The Proud Place has step-free access. The automated door in the main entrance on Sidney Street leads into the entrance lobby, where the stairs and lift provide a means of accessing the first and second floors. There are 23 stairs between each floor, with two landings spaced every 7-9 steps. Two fire escapes are also provided on the ground floor. The doors inside the building aren't automated.

There is a platform lift within the entrance lobby for visitors with limited mobility. The lift has an induction loop, as well as audible and visual guides. It is designed to carry a maximum capacity of two people and to operate every ten minutes, performing five minutes of work and then a five-minute break.

The building has three event spaces, one on each floor: Community Lounge (ground floor), Multi-Use Space (first floor), Training Room (second floor). Each space has an accessible, gender-neutral toilet no less than 20 metres from the event space. Each space also has a kitchenette with a hot water point, a tap with drinkable water, cups, mugs, plates, bowls, cutlery, tea and coffee.

The building offers a 'phased' arrival into multi-purpose activity spaces, as there is a corridor or lobby before entering each space. The library, lobbies and office spaces provide smaller spaces to offer a quiet environment.

Refuge spaces for wheelchair users and people with limited mobility are located in the hallways of each upper floor, two on the first floor and one on the second floor, with a call point on each floor in case of a fire.

Access Facilities

At The Proud Place we are committed to eliminating barriers that our visitors could be faced with. If you have any further access needs that aren't covered throughout, please email access@theproudtrust.org so that we can put arrangements in place for your visit. We are happy to facilitate any access needs and do not require any evidence or have an application process for access needs to be met.

Most of The Proud Place ticketed events are free to attend, so you do not need to apply for additional tickets for your personal assistant or your support worker. Bear in mind that some events hosted at The Proud Place may be run by external parties. If they are not on The Proud Place Eventbrite page they may be hosted by another organisation. These events may be priced and may require you to enquire about a free ticket for your personal assistant or support worker. The Proud Place encourages all external events to have an accessible process in place for acquiring tickets for personal assistants and support workers. Please email access@theproudtrust.org if you encounter any barriers with external events hosted in the space and we will assist you.

Dependent on the event, the room may resemble the photos available on the Our Spaces section of our website, or it will be adapted to fit the type of event taking place. The room set up for each event is flexible, which means we can easily adapt to any needs you might have when visiting the building. Please send an email to access@theproudtrust.org if you have any specific requests about seated events such as talks and workshops where we can reserve seating for you dependent on your access needs.

All of our events are very relaxed in nature, meaning you are more than welcome to move around or take some time out in a smaller space to decompress – ask a member of staff to point you to the nearest quiet space at the start of or during the event.

There are stim toys and ear defenders available in the building – ask a member of staff upon arrival or during the event.

Each bookable space in our building, where events can take place, have an accessible toilet no less than 20 metres away. The accessible toilet on the ground floor (Community Lounge) can be reached through a swing push door, and is similar on the second floor (Training Room). The building has a shower on the first floor – please ask a member of staff for a towel and toiletries which you can take with you. All toilets are individual rooms, with washbasins, mirrors, and free period products.

Travel Guide

Bus routes

There are numerous bus routes and bus stops on Oxford Road within a short distance of The Proud Place. For the most up-to-date bus routes, use the TfGM (Transport for Greater Manchester) Journey Planner tool:

tfgm.com/plan-a-journey.

If you would like an up-to-date document of the bus routes running at the time of your planned visit, please email access@theproudtrust.org and we can provide this for you.

Rail & tram

Our nearest rail station is Manchester Oxford Road (station accessibility info: nationalrail.co.uk/stations/mco), served by Cross Country, Northern and East Midlands Train services, which is 500m away from The Proud Place.

The Proud Place is 1km from the nearest tram stop with step-free access, St Peters Square (accessibility info: tfgm.com/public-transport/tram/stops/st-peters-square-tram), and 1.1km from Manchester Piccadilly Station (accessibility info: networkrail.co.uk/communities/passengers/our-stations/manchester-piccadilly). For maps and tram times visit: tfgm.com/public-transport/tram.

Nearby bicycle parking

15 "Sheffield" bike stands are located close to the building upon entry to Sidney Street adjacent to Oxford Road, in front of the 8th Day Café and the Manchester Metropolitan University Institute of Sport building.

Electric Vehicle Charging Points

Manchester Metropolitan University Science Building Entryway (M15 6BH)
Booth Street West MSCP (M15 6PB)
Williams BMW Manchester (M13 9WS)

Parking

There is sufficient space for dropping off visitors on Sidney Street. Unfortunately, we do not have onsite parking; however, Sidney Street does have eight parking bays opposite the building, including four accessible parking bays for Blue Badge holders and four bays that can be used for two hours, Monday to Friday from 8AM to 8PM with no return within one hour. Bear in mind that these often tend to be full. We have a loading bay and two dropped curbs in front of The Proud Place which allow you to be dropped off in front of the building.

There are driving restrictions in place on Oxford Road, which Sidney Street joins directly. Please read about them here: [The Oxford Road bus gate | Bus gates | Manchester City Council](https://www.manchester.gov.uk/info/471/tickets_and_fines/7420/bus_gates/2):
[manchester.gov.uk/info/471/tickets_and_fines/7420/bus_gates/2](https://www.manchester.gov.uk/info/471/tickets_and_fines/7420/bus_gates/2)

The nearest car parks are:

Manchester Aquatics Centre Car Park, Booth St East Manchester M13 9SS (200m away from The Proud Place).

Manchester Circle Square Multi Storey Car Park, Oxford Road, Manchester, M1 7ED (700m away from The Proud Place).

If you would like an up-to-date document of the parking pricing, opening times and accessibility at the time of your planned visit, please email access@theproudtrust.org and we can provide this for you. Alternatively we can print the information off for you at the building.

Arrival Guide

When you arrive at The Proud Place, ring one of the intercom buttons to the right of the automated door. You may be told in advance which space the event will be taking place in. You can press the Community Lounge, Multi-Use Space or Training Room button. If you're not sure which floor you are going to, feel free to ring all the buttons and a member of staff will come to the door to let you in. Let them know what event or group you are attending or the name of the person that you are there to see. Some events might have someone at the door to welcome you into the building. They will scan your event ticket and show you where the event is taking place.

Make sure to allow the automated front door to the building enough room to open, as it swings outwards onto the pavement upon opening.

If you would like to arrive early to an event because of any access needs, pop us an email at access@theproudtrust.org, so that we can see if this is possible.

The building offers a 'phased' arrival into multi-purpose activity spaces. The library, lobbies and office spaces provide smaller spaces to be in a quiet environment. We have smaller and comfortable spaces on each floor for you to decompress and rest upon arrival to the building.

Toilets

There are six gender-neutral, single-occupancy toilets, across the three floors. There is one accessible toilet on each floor of the building, no less than 20 metres away from each bookable event space. The accessible toilet on the ground floor (Community Lounge) can be reached through a swing push door, which is similar on the second floor (Training Room). There are two additional toilets on the ground floor and one on the first floor.

All toilets are individual rooms, with washbasins, mirrors, and free period products.

The building has a shower on the first floor, please ask a member of staff for a towel and toiletries which you can take with you. Staff are identifiable by a Progress Rainbow lanyard with a Proud Trust ID card attached.

Neurodivergent Visitors

The building offers a 'phased' arrival into multi-purpose activity spaces, as there is a corridor or lobby before entering each space. The library, lobbies and offices provide smaller spaces that can offer a quiet environment.

Dependent on event, the room may resemble the photos available on Our Spaces section of our website theproudtrust.org/spaces, or it will be adapted to fit the type of event. The room set up for each event is flexible, which means we can easily adapt to any needs you might have when visiting the building. Please send an email to access@theproudtrust.org if you have any specific requests about seated events such as talks and workshops where we can reserve seating for you dependent on your access needs.

All of our events are very relaxed in nature, meaning you are more than welcome to move around or take some time out in a smaller space to decompress – ask a member of staff to point you to the nearest quiet space at the start of or during the event.

There are stim toys and ear defenders available in the building, ask a member of staff upon arrival or during the event.

For any other access requirements that will make your visit to The Proud Place easier, please email access@theproudtrust.org.

D/deaf Visitors

Hearing Induction Loops are provided in the rear room of Community Lounge and Multi-Use Space. Currently, we are also in the process of getting a system installed in our Training Room. A hearing loop is a sound system that can be used by people with hearing aids. The loop provides a wireless signal that is picked up by the hearing aid when it is set to the 'T' (Telecoil) setting. There are boundary microphones installed in the ceilings of the rear room of the Community Lounge and the Multi-Use Space that pick up sound for the hearing induction loop. The system is best used by positioning the person speaking close to the boundary microphone. We also have wireless microphones available that connect to the Loop system to provide a better sound quality. Please ask a member of staff if you need one or email us ahead of visiting the building at access@theproudtrust.org.

If an event is captioned or has a BSL (British Sign Language) interpreter, it will be in the Eventbrite description of the event. If you require captioning or a BSL interpreter, please email access@theproudtrust.org.

For any other access requirements that will make your visit to The Proud Place easier, please email access@theproudtrust.org.

Blind or Partially Sighted Visitors

The spaces in The Proud Place have signage that is also written in Braille. If an event has audio description, it will be in the Eventbrite description of the event. If you require audio description, please email access@theproudtrust.org. For any other access requirements that will make your visit to The Proud Place easier, please email access@theproudtrust.org.

Assistance Dogs

Assistance dogs are welcome at The Proud Place. We have dog water bowls and a small dog bed in the building. There is a small park on the other side of Oxford Road from The Proud Place, about 100m away. Feel free to bring anything that makes your dog more comfortable, such as a blanket or toy. If you would like your dog to be separate from the event, we have smaller spaces that they can stay in whilst the event takes place. Please let us know in advance on access@theproudtrust.org so that we can prepare a smaller space if necessary.

All other non-assistance dogs are welcome, but please be aware that there may be some events or times where only assistance dogs are allowed. Groups and events run by external organisations may have their own rules about dogs in the spaces.

Facilities for Parents and Caregivers

The Proud Place is a family-friendly venue. There are baby changing facilities on the ground and first floors of the building, in our accessible toilets. There is plenty of space to feed your baby or child throughout the building, as well as smaller spaces if you would like privacy – please feel free to use wherever you feel comfortable. The building has fridges, microwaves and water fountains. Please ask a member of staff if you aren't able to find any of the above. Staff are identifiable by a Progress Rainbow lanyard with a Proud Trust ID card attached.

For any other access requirements that will make your visit to The Proud Place easier, please email access@theproudtrust.org.

Faith Spaces

There are a number of smaller spaces across The Proud Place that can be utilised for prayer and reflection. Each floor has a number of washrooms available. Please ask a member of staff to point out an available space. Staff are identifiable by a Progress Rainbow lanyard with a Proud Trust ID card attached.

For any other access requirements that will make your visit to The Proud Place easier, please email access@theproudtrust.org.

Visitors with Medical Requirements

The Proud Place encourages you to bring any medicine, medical equipment, food or drink that helps you manage your medical condition. Each floor has a small fridge for any medication that requires cold temperatures. The building also has a kitchen with a microwave, hob and oven for any food that might need heating up. If you have any questions, email access@theproudtrust.org.

Some of our staff are First Aid trained, so please approach any member of staff if there is an emergency and they will locate the nearest first aider. Staff are identifiable by a Progress Rainbow lanyard with a Proud Trust ID card attached. There are first aid kits at each kitchenette, please let a staff member know if there has been an accident so that they can create an accident report.

For any other access requirements that will make your visit to The Proud Place easier, please email access@theproudtrust.org.

Immunocompromised or Chronically Ill Visitors

Masks and hand sanitiser are supplied at the entrance to the building. Covid tests can be accessed in the Community Lounge on the ground floor.

Each of the event spaces at The Proud Place has a background ventilation system that automatically adjusts to occupancy levels. The ventilation system works by drawing fresh external air (without circulation) into the building. The system filters fresh air for breathing and removes internal pollutants; both the Community Lounge and Training Room also have windows to boost ventilation.

For any other access requirements that will make your visit to The Proud Place easier, please email access@theproudtrust.org.

Lighting

Each bookable event space at The Proud Place has various or adjustable light settings. If you require the light to be low, please email access@theproudtrust.org so that we can adjust it ahead of your arrival or ask a member of staff at the start of or during the event.

Feedback

If you want to give feedback about our accessibility, please email access@theproudtrust.org – no building can be perfect, but we'll endeavour to make your visit as easy as possible.



theproudtrust.org/the-proud-place
access@theproudtrust.org