

Mr L Murray  
Building Standards Manager  
Angus Council  
Communities  
Planning & Place  
County Buildings  
Market Street  
Forfar  
DD8 3LG

Our ref: BSD2015/5 – A12617959

18 November 2015

Dear Mr Murray,

## **LOCAL AUTHORITY BUILDING STANDARDS SCOTLAND (LABSS) REQUEST FOR AN OPINION ON COMPLIANCE WITH BUILDING STANDARDS**

### **Registered Detail (LABSSRD21) – Coral Racing Ltd**

I refer to the recent request for an opinion by the Building Standards Division on meeting a functional standard. The request relates to the LABSS Registered Detail (RD) application from Coral Racing Ltd, regarding their counter design. In particular Standard 4.2 and the supporting guidance clause 4.2.10 of the Technical Handbooks (TH) regarding the counter design.

### **Specific standards and provision of the Technical Handbook on which a view is sought**

Standard 4.2 requires that *“Every building must be designed and constructed in such a way that... in non-domestic buildings, safe, unassisted and convenient means of access is provided throughout the building...”*

### **Technical Context**

The subject of the opinion relates to a counter design to be used within Coral Racing Ltd betting shops. It is proposed to install a standardised design, having a height of 1200mm and a depth of approximately 300mm. An 800mm wide open section of counter will be provided at either side of a counter to provide service to anyone with a disability.

Shops fitted with such counters will also contain electronic self-service points and staff will circulate around these shops to interact with customers and provide instruction in the use of these devices, if necessary. In addition, general assistance will be made to all customers. Low-level tables will also be provided to assist wheelchair users and allow them to write out betting slips.

The serving counters will still allow customers to place bets and collect winnings at these locations, but the “open” design, will enable staff to offer a personalised service to customers unable to access the counter shelf.

The guidance provided in clause 4.2.10 of the Technical Handbook identifies that a counter should be accessible to a person who is standing, regardless of stature, or seated in a wheelchair. As such, ideally two counter surface levels should be provided: 950mm – 1.1m for standing users and 750mm for seated users. Guidance is also provided for the provision of knee recesses, which should ideally be located on both sides of a counter, where space permits. Counters should have a minimum width of 900mm, or 1.5 metres where practical. The intention of providing knee recesses is to enable a customer and receptionist to face one another where one or both of them are a wheelchair user and an appropriate width of counter will enable space for writing, should it be required.

### **The Opinion of the Building Standards Division**

The Building Standards Division has considered all information submitted with this consultation and their opinion is set out below.

It is acknowledged that as more interactive methods of placing bets are introduced within these shops, there is likely to be a lesser need for customers to approach a serving counter. Regardless of this, it is expected that there will still be a substantial number of customers who will prefer to place bets at a counter and as such, tables will be provided to allow the writing out of betting slips. It is noted that this will include a provision of tables with a suitable design to allow access by wheelchair users.

When wishing to place a bet or receive winnings at a counter, anyone who is unable to access the fixed height counter will be able to be served at the open area and staff will be able to provide appropriate assistance. Guidance within the Technical Handbooks recommends that a serving counter should have a minimum width of 900mm to allow adequate space for a wheelchair user to access it. However, as the open counters will be approached side-on and any transactions will primarily consist of passing over small objects, such as money and betting slips, it is considered that a counter with such a width will not be necessary, in this instance. The provision of the foldaway shelf at the open service point will allow for placing of these small objects, if required.

A minimum manoeuvring space of 1200mm x 1200mm is to be provided adjacent to each of the open counters, which will be increased to at least 1500mm x 1500mm where possible. As the general design of the counter is such that it does not significantly project into the customer area, it is anticipated that there should be adequate space to manoeuvre a wheelchair.

**Having carefully considered all the information submitted by Coral Racing Ltd with regard to the RD application for the counter design, it is the opinion of the Building Standards Division that the proposals do meet the requirements of Standard 4.2 in respect of providing suitable access throughout these buildings.**

Yours sincerely



**Bill Dodds**  
**Head of Building Standards**

Denholm House, Almondvale Business Park, Almondvale Way,  
Livingston, West Lothian EH54 6GA  
[www.scotland.gov.uk](http://www.scotland.gov.uk)

