

4th Edition

Derby **Access** and **Information** Guide for Disabled People



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Tel: 020 8773 3000 • Fax: 020 8773 8888

Email: postmaster@burrows.co.uk • Home page: <http://www.burrows.co.uk>

Waters Green House, Waters Green, Macclesfield, Cheshire SK11 6LP

Tel: 01625 619955 • Fax: 01625 619333

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Foreword by the Mayor of the City of Derby Councillor Ruth Skelton

This is the fourth edition of the Derby Access and Information Guide for Disabled People, produced in partnership with Burrows Communications Limited.

I know how important access to information is to disabled people in delivering opportunity and choice. This guide, like previous editions provides information and contact details of many city centre service providers.

The council, working with the business community and disabled people continues the drive towards a barrier free built environment for all its citizens, and visitors. I hope the guide complements the excellent levels of accessibility, and customer services provided by many city businesses and organisations.

Finally, I'd like to say a big thank you to all the businesses, organisations and council departments who have supported the guide through advertising. Without this support there would be no guide.

I hope you find the guide helpful and informative.



Mayor of the City of Derby
Councillor Ruth Skelton

Derby Shopmobility

What is it?

Derby Shopmobility loans powered scooters and wheelchairs, plus manual wheelchairs to mobility impaired people to assist with travel around the city centre. The service is part funded by the City Council.

How do I become a member?

Joining could not be simpler. All you need to do is complete a simple application form, and produce two forms of identification. Shopmobility staff will then give you the necessary training, and information to ensure you can use the service with confidence, and safety.

Booking the equipment

Just drop in, or better contact the office on:
Tele: 01332 200320
Fax: 01332 294226

Book as early as you can; the service is very popular.

When can I use the service?

Shopmobility is open Monday to Saturday 09:30 to 16:00. A bookings answerphone is available outside these hours.

Where is Derby Shopmobility?

Shopmobility is currently located in the coach park, behind the bus station accessed off St. Alkmund's Way. In 2005 it is hoped that the organisation will operate from new premises in The Eagle Centre car park. Watch the local press for details.

Blue Badge holder parking

On-street

Parking for badge holders is available in designated bays on the edges of many pedestrianised streets. The maximum stay is three hours. Also, badge holders can park for three hours free in areas covered by on-street charging. Remember to display the Blue Badge and time clock.

For further details about Blue Badge holder parking in Derby city centre refer to the 'Where can I park guide'. To obtain a copy see contact details below.

Off-street

Badge holders can park free in any council managed car park for up to three hours. If you don't pay road tax however you have free unlimited parking. Remember, these concessions apply in council car parks only, private operators may charge.

More information

See contact details on page 15 in 'How to use the guide' section.

Disabled People's toilets

The RADAR key scheme provides 24-hour, seven day a week access to disabled people's toilets all over the country, including Derby city centre.

Public toilets are located at:

- Bold Lane car park
- Bus station (Platform 1) – Closing winter 2004
- The Eagle Centre market
- The Market Hall balcony
- Next to Assembly Rooms box office
- The Spot
- Victoria Street














Lots of city centre premises have their own disabled people's toilet facilities, many on the RADAR scheme. See guide details for further information.

For more information about the key scheme, or to obtain a key see the contact details on page 15 in 'How to use the guide' section.


























Hotels / Guest houses

Derby has lots of good quality hotels and guesthouses, to numerous to detail in this guide. Derby's, Tourist Information Centre does have loads of information about accommodation in the city and beyond. There contact details are on page 19 under 'Useful contact information'.

Key to Symbols

	ਨਿਸ਼ਾਨਾਂ ਦੀ ਕੁੰਜੀ	نشانیوں کی کونجی	संकेतों की गाइड
 At entrance - level entrance.	ਦਾਖਲੇ ਉੱਤੇ-ਪੱਧਰਾ ਦਾਖਲਾ	داخلی پر - ہموار داخلہ	دَرِباژے پر - سماںی پُवेश-دُرا
 At interior - mainly level access.	ਅੰਦਰ ਦਾ-ਵੱਧੇਰੇ ਪੱਧਰਾ ਰਾਸਤਾ	ਅੰਦਰ کا زیادہ تر ہموار راستہ	ਅੰਦਰ کی तरफ - मुख्य तौर पर सामान्य रास्ता
 Number of steps at the entrance.	ਦਾਖਲੇ ਦੀਆਂ ਕਈ ਪੌੜੀਆਂ	داخلی پر کئی سیڑھیاں	पवेश पर सीढ़ियों की गिनती
 Mainly inaccessible interior.	ਵੱਧੇਰੇ ਕਰਕੇ ਪਹੁੰਚਣ ਦੇ ਅਯੋਗ ਅੰਦਰਲਾ ਰਾਸਤਾ	زیادہ تر پہنچنے کے ناقابل اندرونی راستہ	मुख्य तौर पर अंदर नहीं पहुँचा जा सकता
 Ramped entrance.	ਚਲਾਣ ਵਰਗਾ ਦਾਖਲਾ	ڈھلان نما داخلہ	ढलान वाला पवेश-दुरा
 Lift available.	ਲਿਫਟ ਮਿਲ ਸਕਦੀ ਹੈ।	ਲਿਫਟ ਮਿਲ ਸਕਦੀ ਹੈ	लिफ्ट उपलब्ध है
 Accessible restaurant.	ਰੈਸਟੋਰੈਂਟ ਤੱਕ ਪਹੁੰਚ ਸਕਦੇ ਹੋ	ਰੈਸਟੋਰੈਂਟ ਪਹੰਚ ਸਕਦੇ ਹੋ	पहुँच-योग्य रेस्टोरेंट
 Facilities for blind and partially sighted people.	ਅੰਨ੍ਹਿਆਂ ਜਾਂ ਘੱਟ ਨਜ਼ਰ ਵਾਲੇ ਲੋਕਾਂ ਲਈ ਸਹੂਲਤਾਂ	ਅੰਨ੍ਹਿਆਂ ਜਾਂ کم نظر والے لوگوں کے لئے سہولتیں	नेत्रहीन व कमजोर नजर वाले लोगों के लिये सहूलतें
 Facilities for deaf people.	ਬੋਲਿਆਂ ਲਈ ਸਹੂਲਤਾਂ	ਬੋਲਿਆਂ کے لئے سہولتیں	बहरे लोगों के लिये सहूलतें
 Toilet is level with no special facilities.	ਟਾਇਲਟ ਉੱਤੇ ਜੋ ਹੈ ਪਰ ਖਾਸ ਸਹੂਲਤਾਂ ਨਹੀਂ ਹਨ।	ਠਾਂਡ ਠਾਂਡ ਪਰ ਖਾਸ ਖਾਸ ਸਹੂਲਤਾਂ ਨਹੀਂ	विशेष सहूलतों के बगैर टायलेट
 Disabled persons toilet.	ਨਾਕਾਰਾ ਲੋਕਾਂ ਲਈ ਟਾਇਲਟ	معذور لوگوں کا ٹائلٹ	डिसेबल व्यक्तियों के लिये टायलेट
 Toilet is inaccessible.	ਟਾਇਲਟ ਤੱਕ ਪਹੁੰਚ ਨਹੀਂ ਹੈ	ਠਾਂਡ ਠਾਂਡ ਪਹੰਚ ਨਹੀਂ	टायलेट तक पहुँचा नहीं जा सकता
 Looped telephone.	ਲੂਪ ਵਾਲੇ ਟੈਲੀਫੋਨ	ਲੂਪ ਵਾਲੇ ਟੈਲੀਫੋਨ	लूपड टेलिफोन

	Entrance	Interior/Toilet
ADVICE AND INFORMATION		
Age Concern Unit 23, Market Hall, Derby, Derbyshire Tel: 343232 Disabled persons toilet on balcony. Lift to toilet.		 
Age Concern 15 The Morledge, Derby, Derbyshire Tel: 343232		
CamTad Office Derbyshire Royal Infirmary, Derby, Derbyshire Tel: 254689 Textphone: 295653 Loop system.		  
Chaddesden and Oakwood Live at Home Scheme East Office C/o Spondon, Derby, Derbyshire DE21 7PF Email: enquiries@mha.org.uk		 
Citizens Advice Bureau Progressive Building, Sitwell Street, Derby, Derbyshire Tel: 0845 1203714		
Derby Council for Voluntary Services 4 & 5 Charnwood Street, Derby, Derbyshire Tel: 346226 Textphone: 341576		 
Derby Disability Equipment Assessment Centre Derby City General Hospital, Uttoxeter Road, Derby, Derbyshire Tel: 625627 Textphone: 627127		 

	Entrance	Interior/Toilet
Derby Law Centre Unit B5, Market Hall, Derby, Derbyshire Tel: 344557 Textphone: 347775 Disabled persons toilet on balcony. Lift to toilet.		  
Derby Regional Mobility Centre Kingsway Hospital, Derby, Derbyshire Tel: 371929		 
Derbyshire Association for the Blind 65/69 Nottingham Road, Derby, Derbyshire Tel: 292262 One small step at entrance.		 
Derbyshire Careers Service Curzon Street, Derby, Derbyshire Tel: 200033 Textphone: 201508		
Derbyshire Coalition for Inclusive Living Park Road, Ripley, Derbyshire Tel: 01773 740246 Textphone: 01773 748452 Looped system in meeting room. Cross the counter communication aid in reception.		    
Derbyshire Housing Aid 46 Curzon Street, Derby, Derbyshire Tel: 297611 or 0800 318034 Textphone: 297697		
Disability Direct 227 Normanton Road, Derby, Derbyshire Tel: 299449 Textphone: 368585		   

Littleover, Normanton and Peartree Live at Home Scheme

C/o West Offices, Station Road, Mickleover, Derby, Derbyshire DE3 9GH
Email: enquiries@mha.org.uk

Entrance Interior/Toilet



Mickleover and Mackworth Live at Home Scheme

C/o West Offices, Station Road, Mickleover, Derby, Derbyshire DE3 9GH
Email: enquiries@mha.org.uk



Mortgage Advice Bureau

53 Sadler Gate, Derby, Derbyshire
Tel: 202030



Sinfin and Derby South Live at Home Scheme

Epworth House, Stuart Street, Derby, Derbyshire DE1 2EQ
Tel: 296200
Email: enquiries@mha.org.uk



Southern Derbyshire Pensioners Association

Unit B2, Balcony, Market Hall, Derby, Derbyshire
Tel: 290174
Disabled persons toilet on balcony.



Southern Derbyshire Health Authority Centre

Derwent Court, Stuart Street, Derby, Derbyshire
Tel: 290445



Support into Work

Gower Street, Derby, Derbyshire
Tel: 292915
Textphone: 343373
On-street parking available in Gower Street.



The Space - Information and Advice for Younger People

12 The Spot, Osmaston Road, Derby, Derbyshire
Tel: 364445
Textphone: 364445
Staff use sign language.

Entrance Interior/Toilet



Tourist Information Centre

Market Place, Derby, Derbyshire
Tel: 255802
Textphone: 256666
Lower counter. Automatic doors.



YMCA

London Road, Derby, Derbyshire
Tel: 572076
Good range of facilities for disabled people.



BAKERIES

Birds (Savoury)

Albert Street, Derby, Derbyshire
Tel: 363770
Doors fixed open.



Birds (Fancy)

St James Street, Derby, Derbyshire
Tel: 343502
Automatic doors. One step at entrance.



Don Millers

36 Cornmarket, Derby, Derbyshire
Tel: 371434
Doors fixed open.



Greggs

Unit 2, East Street, Derby, Derbyshire
Tel: 367117
Doors fixed open.



Millies Cookies

The Eagle Centre,
Derby, Derbyshire

Tel: 363744

Parking in The Eagle Centre.

Entrance Interior/Toilet



BANKS AND BUILDING SOCIETIES

Alliance and Leicester

72 St Peter's Street,
Derby, Derbyshire

Tel: 340371

**Barclays Bank**

St James Street,
Derby, Derbyshire

Tel: 713000

Blue badge parking in St James Street.

**Bradford and Bingley**

93 St. Peter's Street,
Derby, Derbyshire

Tel: 332802

Blue badge parking at The Spot.

**Britannia Building Society**

10 St James Street,
Derby, Derbyshire

Tel: 346381

Blue badge parking in St James Street.

**Cheltenham and Gloucester Plc**

33 East Street,
Derby, Derbyshire

Tel: 346554

Press bell to open security door.

**Co-operative Bank**

East Street, Derby, Derbyshire

Tel: 0845 7212212

**Derbyshire Building Society**

33-34 Castlefields, Main Centre,
Derby, Derbyshire

Tel: 363021

Automatic doors.

Entrance Interior/Toilet

**Derbyshire Building Society**

27 East Street, Derby, Derbyshire

Tel: 363021

**Halifax Building Society**

39 East Street, Derby, Derbyshire

Tel: 0870 6005000

Automatic doors.

**HFC Bank PLC**

3-4 Royal Buildings, Victoria Street,
Derby, Derbyshire

Tel: 372521

**HSBC Bank**

1 St Peter's Street,
Derby, Derbyshire

Tel: 08457 404404

Contact the bank direct for services.

**Leek United**

14-16 St James Street,
Derby, Derbyshire

Tel: 344708

**Lloyds/TSB Bank**

The Spot, 40 Osmaston Road,
Derby, Derbyshire

Tel: 0845 0723333

Contact the bank direct for services.

**Lloyds/TSB Bank**

43 Iron Gate,
Derby, Derbyshire

Tel: 0845 0723333

Automatic doors.



Loughborough Building Society
1 Babington Lane,
Derby, Derbyshire
Tel: 290818

Entrance Interior/Toilet



Nationwide
New Oxford House,
St Peter's Street,
Derby, Derbyshire
Tel: 710100



Natwest
Crompton House,
Derwent Street,
Derby, Derbyshire
Tel: 0845 6013366
Contact the bank direct for services.



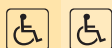
Natwest
58 St Peter's Street,
Derby, Derbyshire
Tel: 0845 6013366



Natwest
7 Market Place,
Derby, Derbyshire
Tel: 0845 6013366



Royal Bank of Scotland
41 Cornmarket,
Derby, Derbyshire
Tel: 348527



Contact the bank direct for services.
Automatic doors.

Yorkshire Bank
28 St Peter's Street,
Derby, Derbyshire
Tel: 381001



Contact the bank direct for services.

BOOK SHOPS

County Books
The Eagle Centre, Derby, Derbyshire
Tel: 365424



Doors fixed open. Parking in The Eagle Centre.

Derby Cathedral Shop
18-19 Iron Gate, Queen Street,
Derby, Derbyshire
Tel: 381685



Parking spaces on Full Street and Queen Street.

The Works (Books)
115 St Peter's Street, Derby, Derbyshire
Tel: 293100



Waterstones
70-80 St. Peter's Street,
Derby, Derbyshire
Tel: 296997



The Book Cafe
The Eagle Centre, Derby, Derbyshire
Tel: 204402



CHARITY SHOPS

Barnados
7 London Road, Derby, Derbyshire
Tel: 341535



British Heart Foundation
27 Cornmarket, Derby, Derbyshire
Tel: 291305



Cancer Research Campaign
7 Victoria Street,
Derby, Derbyshire
Tel: 291305



Cancer Research
15 Babington Lane,
Derby, Derbyshire
Tel: 298699

Entrance Interior/Toilet



Help the Aged
62 Babington Lane,
Derby, Derbyshire
Tel: 298824



Oxfam
20 Albert Street,
Derby, Derbyshire
Tel: 384820



Padley Shop
12 Sadler Gate,
Derby, Derbyshire
Tel: 345386



Rainbow
44 Castlefields, Main Centre,
Derby, Derbyshire
Tel: 365037



Samaritans
10 Osmaston Road,
Derby, Derbyshire
Tel: 206565



Save The Children
2 Osmaston Road,
Derby, Derbyshire
Tel: 341699



CHEMISTS

Boots
15 Victoria Street,
Derby, Derbyshire
Tel: 347295



Boots
The Eagle Centre, Derby, Derbyshire
Tel: 345886
Doors fixed open. Parking in The Eagle Centre.

Entrance Interior/Toilet



Manor Pharmacy
99 - 101 St Peter's Street,
Derby, Derbyshire
Tel: 347926



Superdrug
16 Cornmarket, Derby, Derbyshire
Tel: 207376



Superdrug
The Eagle Centre, Derby, Derbyshire
Tel: 349249
Doors fixed open. Parking in The Eagle Centre.



CLOTHING

Adams Childrenswear
The Eagle Centre,
Derby, Derbyshire
Doors fixed open.
Parking in The Eagle Centre.



Bay Trading Limited
6 Albion Street, Derby, Derbyshire
Tel: 201842



Big & Tall Menswear
The Eagle Centre, Derby, Derbyshire
Doors fixed open.
Parking in The Eagle Centre.



Bon Marche
83 - 87 St Peter's Street,
Derby, Derbyshire
Tel: 342017
Ramp also inside the shop.

