

CSW

CIVIL SERVICE WORLD 
COLLABORATION
CONFERENCE

Inclusivity and Accessibility Report Civil Service World Collaboration Conference

Tuesday 28th January 2025

Congress Centre
28 Great Russel Street
London
WC1B 3LS

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Welcome to the Civil Service World Collaboration Conference

Dods-Events and its partners are committed to making all their events as inclusive and accessible as reasonably possible; as such we have created this report to help you navigate the Civil Service World Collaboration Conference. For your needs to be met we kindly ask that you include them in the 'Do you have any accessibility requirements?' section of the registration form.

If you have any questions ahead of the event, please don't hesitate to contact the team at events@civilserviceworld.com

For further information about the venue you can visit their website here:
www.congresscentre.co.uk

Access into the venue

Please note that there are several steps to get to the registration area from the reception. Those who are unable to go down these stairs will need to exit the building and go into the Trade Union building to the left (as you look at the building straight on) up the ramp and into the building then down in the lift, to the Lower Level.

The lifts are able to accommodate standard wheelchairs and have low-level buttons and voiceover. The door access dimensions are height, 2.1 meters width 0.7 meters with internal dimensions of height to light 2.1 meters, width 1 meter.

Access around the venue

Registration will take place on the lower ground level. We will be using digital badges for this event which will be ready to collect at the registration desk upon arrival, as such there is no need to print your badges ahead of the day.

To get to the main hall there is a ramp inside the room that will allow delegates to make their way to their seats.

Getting to the venue

The Congress Centre has been chosen for its central location in London, making it accessible via multiple transport routes. The exact entrance to the Congress Centre can be found using what3words [///mimic.easy.winter](https://www.what3words.com/mimic.easy.winter)

Bus

There are several local bus stops on Tottenham Court road, the closest bus stop to the venue is Tottenham court road station/ Great Russell Street. This bus stop is an approximate 1 minute walk (300ft) away from the venue.

All London buses are accessible and are equipped with:

- Low entrances that can “kneel” to curb height to give step free access where possible.
- Retractable boarding ramp for wheelchair access.
- Completely flat areas on the lower deck (with no internal steps).
- High visibility handrails.
- A dedicated wheelchair space.

Further details about accessible travel in London can be found on [TFL's accessibility page](#). There is also a tool to help you plan the most accessible route for your needs.

Car

Congress Centre is located in the congestion charge zone and in the Ultra Low Emission Zone. Charges do apply when travelling to the venue by car. Further information about congestion charge zone can be found [here](#). Further information about the Ultra Low Emission Zone can be found [here](#). For directions from your home or office visit www.multimap.com and input WC1B 3LS for the destination post code.

Accessible Parking

Accessible parking spaces are available in the following facilities and will be labelled with the universal accessibility sign:

- **Multistorey car park APCOA Covent Garden** This parking is an approximate 6 minute walk (0.2 miles) from the venue. Please note that

disabled parking is not free and the tariffs apply to all vehicles.

The address for this car park is APCOA Covent Garden, 1 Museum Street, WC1A 1JR. Up to 24 hours the tariffs cost £22.50 and you can prebook a space [here](#).

- **NCP London Bloomsbury Square** This parking is an approximate 6 minute walk (0.3 miles) from the venue, with limited accessibility parking bays. The address for this car park is London Bloomsbury Square Underground Car Park, Bloomsbury Square Gardens London, WC1A 2RJ. If you pay via the NCP App it costs £32.95 up to 24 hours and you can prebook a space [here](#).

Taxi

There is a taxi rank at London Waterloo station located just outside through the main arch (exit 3) on Cab Road. Taxi's from London Waterloo station to Congress Centre London should cost an approximate £30, however prices may vary as they are determined by a running meter.

The Taxi rank at London Euston station is located, at the front of the station, upon exiting the station follow the signs to the taxi rank. Taxis from London Euston to the Congress Centre should cost an approximate £23, however prices may vary as they are determined by a running meter.

The Taxi rank at Liverpool Street is located, at the taxi rank along platform 10 during the opening hours and outside the station entrance on Liverpool Street during closing hours. Taxis from Liverpool Street to the Congress Centre should cost an approximate £37 however prices may vary as they are determined by a running meter.

Uber

Uber Access is available in London and all Uber Access vehicles are fully wheelchair accessible and are available for riders in foldable and non-foldable wheelchairs.

Uber Assist is also available in London and is an option for those who need additional assistance in standard UberX vehicles, such as riders travelling with assistance animals, those who have visual or hearing impairments or riders with foldable wheelchairs.

Ubers from Waterloo Station, Euston Station and Liverpool Street Station should cost approximately £40.

Please note there is a drop of zone at the front of the Congress Centre.

Train

The nearest underground station to the congress center is Tottenham Court Road which is an approximate 3-minute walk (0.1 miles) to the venue. From this station you can take the Elizabeth line, Central line, and Northern Line. This station has step free access to all platforms, with boarding ramps /and or mini ramps available for the Northern Line services.

The nearest rail station from the Congress Centre is Charing Cross Station from this station you can take the northern line and southeastern services. Charing Cross station is an approximate 22-minute walk (0.9 miles) by the northern line it takes approximately 11 minutes to get to the venue.

Farringdon station is also close to the Congress Centre, from this station you can take the Elizabeth line, Circle, Hammersmith and City, Metropolitan and Thameslink services. It is an approximate 28-minute walk (1.2 miles), and by Elizabeth line it takes approximately 7 minutes to get to the venue.

Accessibility

Assistance Dogs

Assistance dogs are permitted in the venue, however this must be included on the 'Do you have any accessibility requirements?' section of the registration form as the venue needs to be notified. Water bowls will be available on request in the Organisers' Office on the day of the event. The nearest bin available is on Tottenham Court Road.

For the comfort of assistance dogs, the closest spending zone and green space is Bloomsbury Square Garden which is a 6-minute walk (0.3 miles) away from the venue. Dogs are permitted in this space.

Audio

In the Congress Hall there is an infra-red hearing loop system for those who require it.

Fixtures and Fittings

Spaces for wheelchairs within the conference will be available and will be marked with the international symbol of access to ensure that wheelchair users have a designated clearance space in the plenary room.

Standard conference chairs with arms will be used in all rooms, however we will work with individual delegates who make specific requests. Requests that are more specialised, i.e. medical needs, may require the individual to provide their own adjustment solution so as not to compromise their health further.

There will be dedicated chairs for those who require lip reading and those with mobility issues; these will be identifiable by the universal accessibility sign.

We do not anticipate any lighting issues. Should any lights become faulty or are a concern for a delegate, we will inform the venue and do our best to rectify the situation. There is clear lighting for those who may need to lip read, or for those using interpreters on the day.

Toilets

Accessible toilets are located on the lower ground floor by the cloakroom and registration area. No radar key is needed; they are open and readily available for delegates to use. Please note these toilets are not under the National Key Scheme.

Workbook

To help facilitate the day, we are creating an interactive workbook, if you need this workbook in an accessible format, such as Large Print please contact events@civilserviceworld.com. Please note that these documents may be subject to last minute changes.

If you do require presentations to be sent to you before the event for accessibility needs, please email events@civilserviceworld.com and the team will ensure that you

receive them two working days before the event. Please note that these presentations may be subject to changes.

Emergencies

In the event of a fire and the need to evacuate, the fire alarm will be activated. This alarm is audible only, however if a delegate is hard of hearing, a deaf alert pager can be provided from reception if you require this please indicate this on the 'Do you have any accessibility requirements' sections of the registration form. Upon hearing a fire alarm all delegates must evacuate to the assembly point located on the south east corner of Bedford square (upon exiting the Congress Centre you will want to head right and then left onto street).

In the event of a fire, delegates with mobility impairments will need to head to the refugee area located on the fire stairs, where the fire exit signs show a wheelchair symbol. Once in the refuge area, you should use the telephone red box to communicate with venue staff. The venue does have evac chairs and venue staff can assist in the use of them. In the instance of an emergency and you require the use of an evac chair please inform us of this in the 'Do you have any accessibility requirements?' section of the registration form.

Catering

Catering is provided throughout the day. Please note that the food provided is buffet style and that cross contamination is likely.

Should you have any dietary requirements or allergies please specify with as much detail as possible in the registration form under the dietary requirements questions.

Straws will be available from the registration area should delegates require one.

Contact Us

If you have any other queries or concerns about Civil Service World Collaboration Conference and the accessibility of the venue, please do not hesitate to contact us by emailing the team at events@civilserviceworld.com