



Visiting Lakeside

An autism friendly
detailed guide



Lakeside
Shopping Centre

Contents

	Hello & Welcome	4
SECTION 1	Visiting times	5
SECTION 2	Planning your trip	6
SECTION 3	Parking & transport	7
SECTION 4	Toilets	8
SECTION 5	Queuing	8
SECTION 6	What to do if things go wrong	9
SECTION 7	A map of Lakeside	10
SECTION 8	Shopping	12
SECTION 9	Dining at Lakeside	13
SECTION 10	What else can I do at Lakeside?	14
SECTION 11	Feedback questionnaire	16
SECTION 12	Our partners	18

Hello & Welcome

Lakeside understands that for some people with autism spectrum conditions, sensory or additional needs a visit to a busy shopping centre can be a daunting experience.

We want to give all our customers the best possible customer experience. This is why we have worked in partnership with Treetops school and NAS Thurrock to develop this guide, which aims to support individuals with autism spectrum conditions, sensory and additional needs, and their parents/carers, during their visit to the centre.

The guide will support you from the early stages of planning a visit, arriving at the centre, information about our amenities and services, and what to do in an emergency.

We aim to ensure that you have a pleasant and fun visit in which you feel safe and supported. Throughout your visit there are friendly trained staff on hand should you require assistance, and of course any further information should you need it can be accessed online at lakeside-shopping.com

We welcome any feedback about this pack and feedback forms can be found on page 16.

Thank you and have fun.

Sarah Rivett

Community Development Manager

Howard Oldstein

Regional Centre Director

Visiting times

We have identified Lakeside's busiest and quietest times to visit our centre so you can pick the best time for your visit.

Shopping opening times

Monday to Saturday 9am – 9pm
Sunday 11am – 5pm

Some shops and restaurants will open earlier or later throughout the year. All our updated opening hours are on the Lakeside website.

Quietest times in the centre*

Monday to Wednesday 9am – 12pm

Busiest times in the centre

Saturday & Sunday All day
 Plus school and public holidays

*These times are based on an average week and can vary, particularly around Christmas and school holidays.

Planning your trip

Lakeside website

Our website has all our recent news, such as changes to opening times, shop relocations, listings of upcoming events which may help you decide when is best to visit and prepare you, or the person you are visiting with, for any changes, visit lakeside-shopping.com

Social media

You can also see what's going on at the centre via our social media channels.



@LakesideShoppingOfficial



@lakeside



@lakeside_tw

Free Wi-Fi

There is free Wi-Fi in the centre if you would like to use the internet whilst visiting Lakeside. It's easy to get online, just follow these three simple steps:

- ① Go to 'Settings' on your device
- ② Select Wi-Fi
- ③ Choose 'Lakeside Free Wi-Fi' and register with your email and phone number to get online (next time just log on automatically)

Parking & transport

By car

Lakeside has nearly 12,000 free car parking spaces located around the centre.

We have many spaces reserved, especially for disabled shoppers in Car Park 10 also known as 'Car Park Blue' and other dedicated spaces in Car Parks 3, 4, 5 and Green.

Please ensure you have a valid disabled badge on display when parking in one of our disabled spaces.

Our shopmobility centre is in Car Park 10 (Blue) on Level 1. Wheelchairs and other mobility options are available free of charge. Please call to check availability of equipment before you visit.

For more information on our shopmobility service, or to book in advance, please call **0170 886 9744**

By bus

The bus will drop you off at the bus station.

By train

Chafford Hundred C2C train station is just a short walk from Lakeside, over the footbridge.

Toilets

All toilets and accessible toilets have been marked on the centre map within this guide. Toilets can be found on Levels 1, 2 and 3 of the centre.

Level 1

Next to Pret A Manger
Next to Caff  Nero

Level 2

End of Brompton Walk (Changing Places facility)

Level 3

Next to Primark

Please note the entrance to the accessible toilet units are via RADAR lock. Keys are available from members of staff within the toilet areas.

You may want to purchase your own RADAR key before you arrive. These are available from the national key scheme and means you have access to all disabled toilets not just at Lakeside but throughout the UK.

Queuing

We understand that queuing can be a stressful activity for people with autism. To help you avoid queuing as much as possible, we have a couple of suggestions:

- Visit us at our quieter times (see page 5)
- Try our 'Click and Collect' service. You can buy online at home and collect from shopmobility in Car Park 10 (Blue) on Level 1 during your visit and then enjoy the rest of what our centre has to offer.

What to do if things go wrong?

Approach one of our members of staff.



Customer service team



Security team

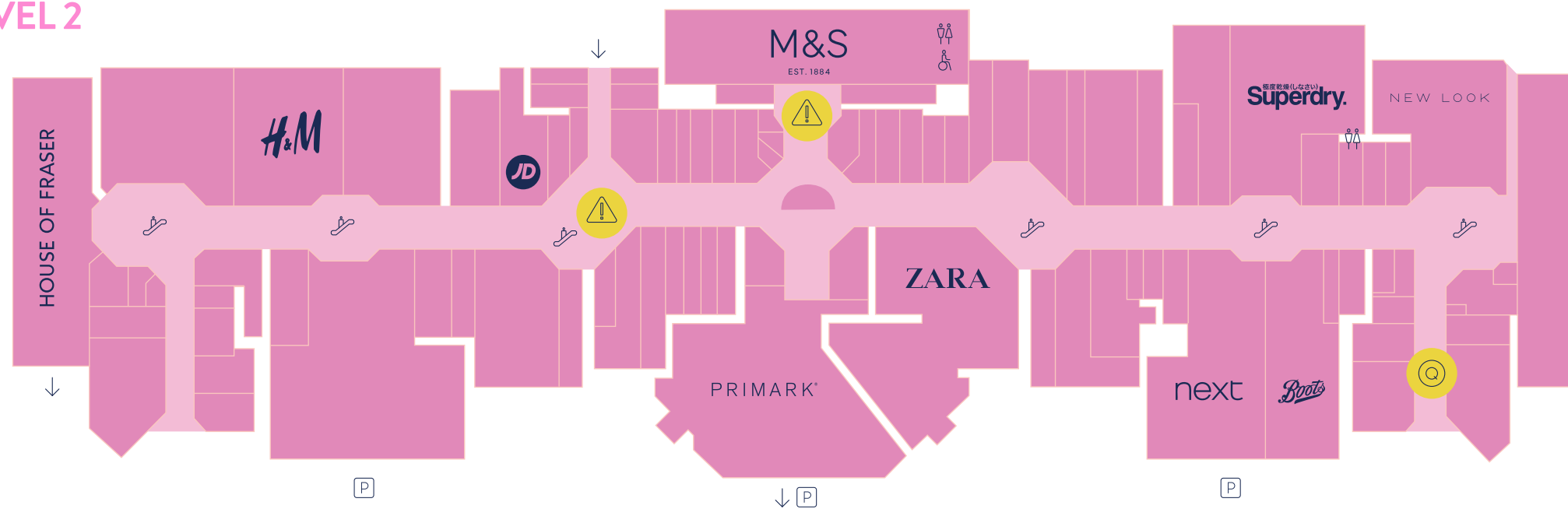


Environmental team

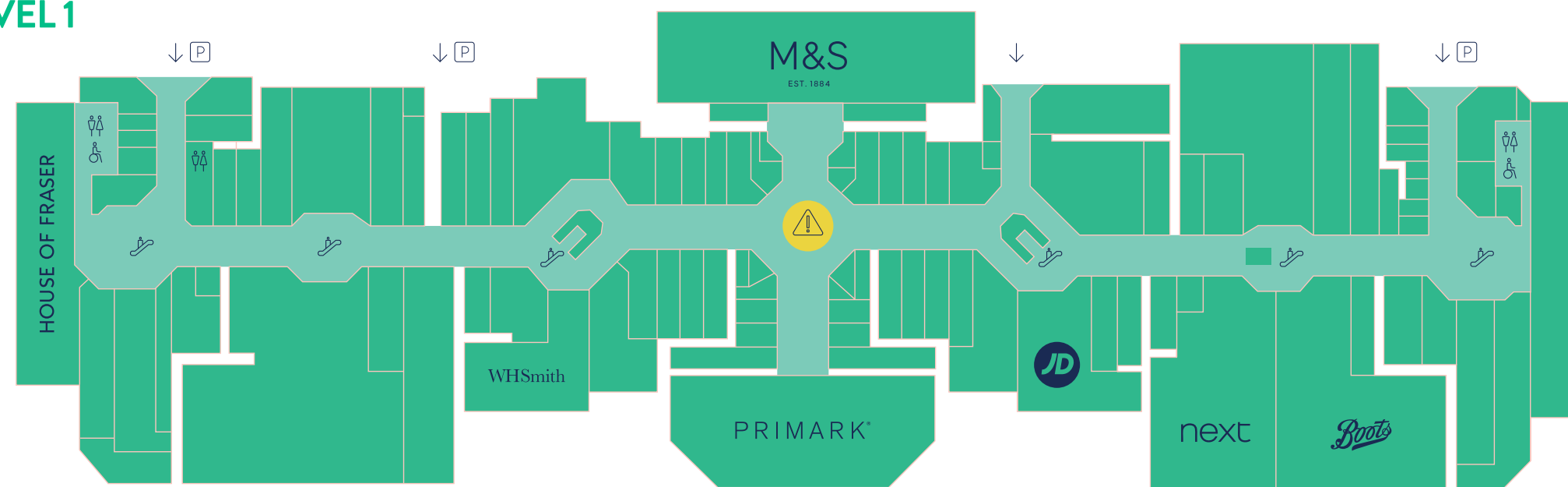
Lakeside maps



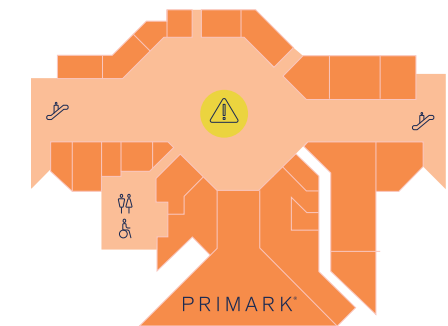
LEVEL 2



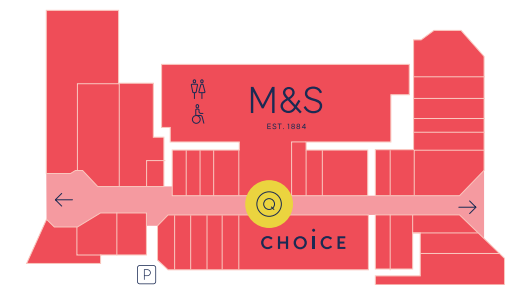
LEVEL 1



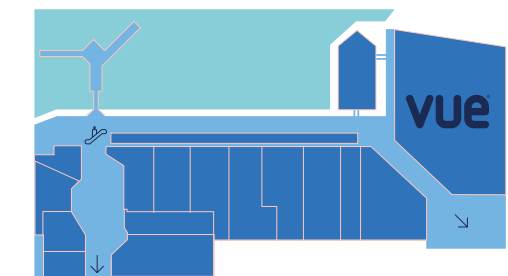
LEVEL 3 – THE EATERY



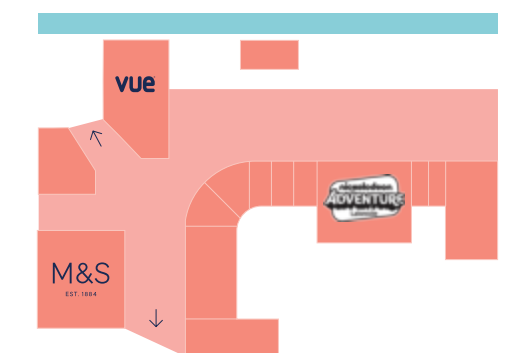
LEVEL 2 – BROMPTON WALK



THE BOARDWALK



THE QUAY



Shopping

Shopping is one of the main activities at Lakeside. To help you, or the person you are with navigate around the shops here are some pictures of three of our largest stores in the centre, that you can use as signposts.



House of Fraser

At one end of Lakeside.
It is on two floors.



Primark

In the middle of Lakeside.
It is on three floors.



Marks and Spencer

In the middle of Lakeside.
It is on two floors.

Dining

The Eatery is one of our busiest and noisiest areas. Our sit-in restaurants located on the Boardwalk or on the malls will be able to accommodate quiet areas to sit (subject to how busy they are).

If you bring your own food there are benches on the malls and seating in the Quay. There are also tables and chairs in the Eatery or in nice weather you can sit by the ampitheatre (outside McDonalds) which can be a quieter space.



The Eatery



The Boardwalk

What else can I do at Lakeside?

You can go to the cinema.

VUE Cinema is a nine screen cinema located next to the lake and Boardwalk. It is open seven days a week.

VUE Thurrock show an autism freindly screening on the last Sunday of each month. Sometimes these are also held on other days. Please check the VUE website for more information myvue.com/cinema/thurrock



You can visit Rock Up.

Experience their incredible climbing walls. They offer autism friendly sessions to create a calmer and quieter environment.

To book your place or find out more, please visit rock-up.co.uk

You can visit Partyman World of Play.

Partyman World of Play is open from 10am–6.30pm each day. Discover amazing slides, play structures and themed areas within the play centre.

Partyman World of Play are proud to offer free SEN sessions.

These are allocated morning and evening sessions dedicated to children and young adults with special needs where the entire play centre is open just for you in a more comfortable atmosphere with the music turned down (or off if required). These SEN sessions are complimentary and its free to bring siblings along too!

If you visit Partyman World of Play when there is not a SEN session running it can be very busy and noisy.



You can visit Flip Out.

Flip Out's Sensory Sessions give the Flip Out experience but with the lights dimmed down and the music softened.

Available every Tuesday 12pm–1pm and 4pm–5pm, carers go free. Please check flipout.co.uk for more information.

Feedback questionnaire

We would love to hear your thoughts about your visit so we can constantly look to improve our service to you.

Was the autism friendly guide to Lakeside helpful?

Yes/No

Why?

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What could be improved?

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What was the most enjoyable part of your day?

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How could Lakeside be more autism friendly?

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Please email your feedback to Sarah Rivett,
Lakeside's Community Development Manager
at sarah.rivett@savillspm.co.uk

Thank you for your feedback.

Our partners



Treetops school is a day special school in Grays, for children and young adults who experience moderate learning difficulties.

The school also operates a specialist provision for pupils on the autistic spectrum. Treetops school has communication specialist status and has its own speech and language team.

The speech and language team is integrated across the school and has been an integral part of training staff, parents and members of the local community in how to work with a child's communication needs.

Treetops school is working collaboratively with Lakeside to meet your needs. They aim to maximise quality of life for every individual regardless of ability to ensure everyone has the opportunity to have the same experience. The aim is for pupils to accept core values and become part of a whole community, which instils a sense of pride in each other.

treetopsschool.org



The Thurrock group of the National Autistic Society (NAS Thurrock) provides support to parents and families who have or may have a child with autism.

Our group is run on a voluntary basis by parents and relies on fundraising and donations to provide the support, information and activities we run for local families.

NAS Thurrock campaign for better local services for those living with autism in Thurrock and the surrounding areas. We are proud to be working collaboratively with Lakeside in becoming autism friendly and more accessible to all.

You can find out more about NAS Thurrock at:
nasthurrock.btck.co.uk

You can find out more about the National Autistic Society at:
autism.org.uk



lakeside-shopping.com

