



Visiting Lakeside

An autism friendly
visual guide



Lakeside
Shopping Centre







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About Lakeside

What is Lakeside?

Lakeside is a large shopping centre in Thurrock, Essex.

-  **Our address is:**
Lakeside, West Thurrock Way, Grays, Essex, RM20 2ZP
-  **Our telephone number:**
0170 886 9933
-  **Website address:**
lakeside-shopping.com
-  **Facebook:**
@LakesideShoppingOfficial
-  **Twitter:**
@lakeside_tw
-  **Instagram:**
@lakeside

Shopping opening times

- Monday to Friday** 9am – 9pm
- Saturday** 9am – 9pm
- Sunday** 11am – 5pm

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

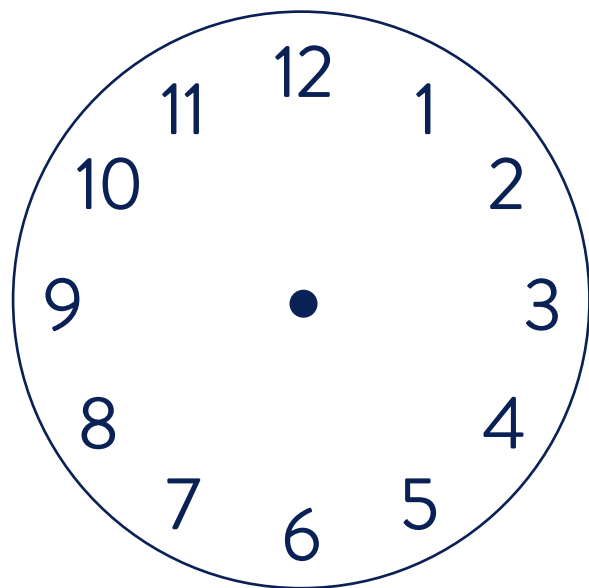
When am I going to Lakeside?

What day am I going to Lakeside?

-  Monday
-  Tuesday
-  Wednesday
-  Thursday
-  Friday
-  Saturday
-  Sunday

What time am I going to Lakeside?

Draw a time on the clock.



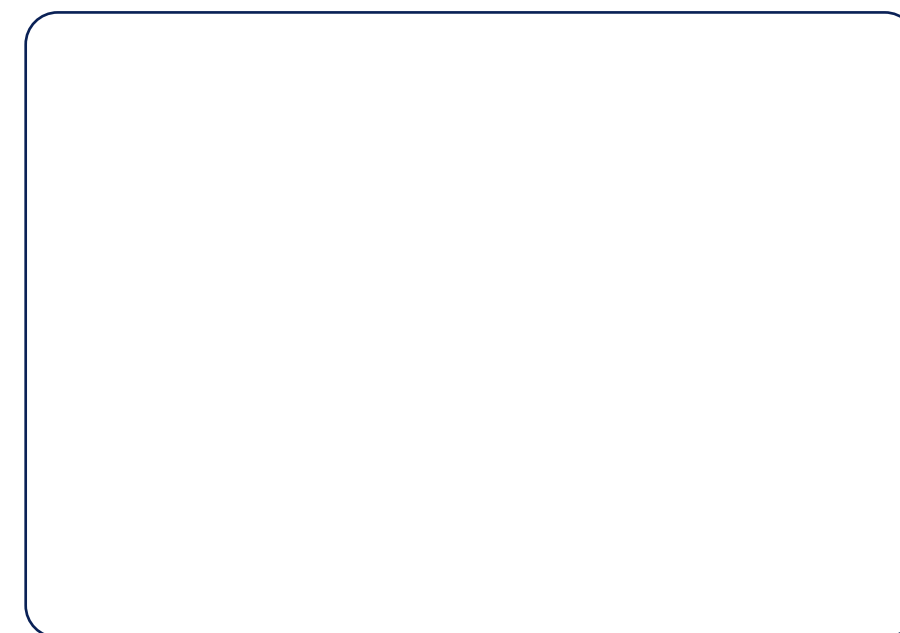
Lakeside is busiest on Saturdays and Sundays, school and public holidays and quietest on Mondays, Tuesdays and Wednesdays between 10am and 12pm. During events, sales and Christmas, Lakeside can be busier and look different.

I will be at Lakeside for about:

..... hours minutes

Who am I going to Lakeside with?

Upload, draw or insert a picture of your companion below.



What is my favourite way to communicate?

Please tick your favourite way to communicate so that our staff and retailers can help you when you are visiting Lakeside.

Verbally ☐

Yes and no questions ☐

Sign language ☐

Via my mobile phone or tablet ☐

Other (please write how)

How will I get to Lakeside?



You can get to Lakeside by car

You can park your car in one of our free car parking spaces.



Disabled parking and shopmobility

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 (Car Park Blue) on Level 1. Wheelchairs and other mobility options are available free of charge. Please call to check availability of equipment before your visit.



Parent and child

All our car parks provide easy, safe and direct access into the centre for our customers.

There are several dedicated parent and child spaces available in Car Park Red (over Levels 1 and 2), plus more spaces in Car Park 5.



Motorbikes

Motorbikes are welcome in the centre car parks, and can be parked in any of the ground-level outdoor car parks, or alternatively in Car Parks Green, Yellow and Mauve which have no barrier.



Bicycles

Bicycles are not permitted within the centre, however bike racks are easily accessible and are located throughout the centre close to the main entrances and car parks.

You can also get the bus, train and taxi to Lakeside



Bus

The bus will drop you off at the bus station.



Train

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

You will enter through one of six entrances. They can be long. They can be exposed to weather. They can be warm and dry.

They are decorated minimally.

Our main entrances are next to the following shops:

- HSBC – Level 1
- Hamleys – Level 1
- McDonalds – Level 1
- Robert Dyas – Level 2
- McDonalds – Level 2
- The Boardwalk – by the lake



Robert Dyas entrance



Boardwalk entrance

Lakeside Wi-Fi

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

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

Calming Time

Please refer to the map on page 16 and 17 and look for the "Q" symbol for quieter space in the centre.

The outdoor area by the Quay, by the lake, and by the amphitheatre (outside of McDonald's) on Level 2 can be quieter spaces also.

How do I find the toilets?

Follow the signs to find the toilets.



Lakeside's Changing Places facility can be found on Level 2 on Brompton Walk.

To access the disabled toilets please ask any member of staff for the RADAR key.

What can I do at Lakeside?

You can shop. There are lots of shops at Lakeside. Here are our three biggest shops.



House of Fraser

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



Marks and Spencer

Marks and Spencer is in the middle of Lakeside. It is on two floors.



Primark

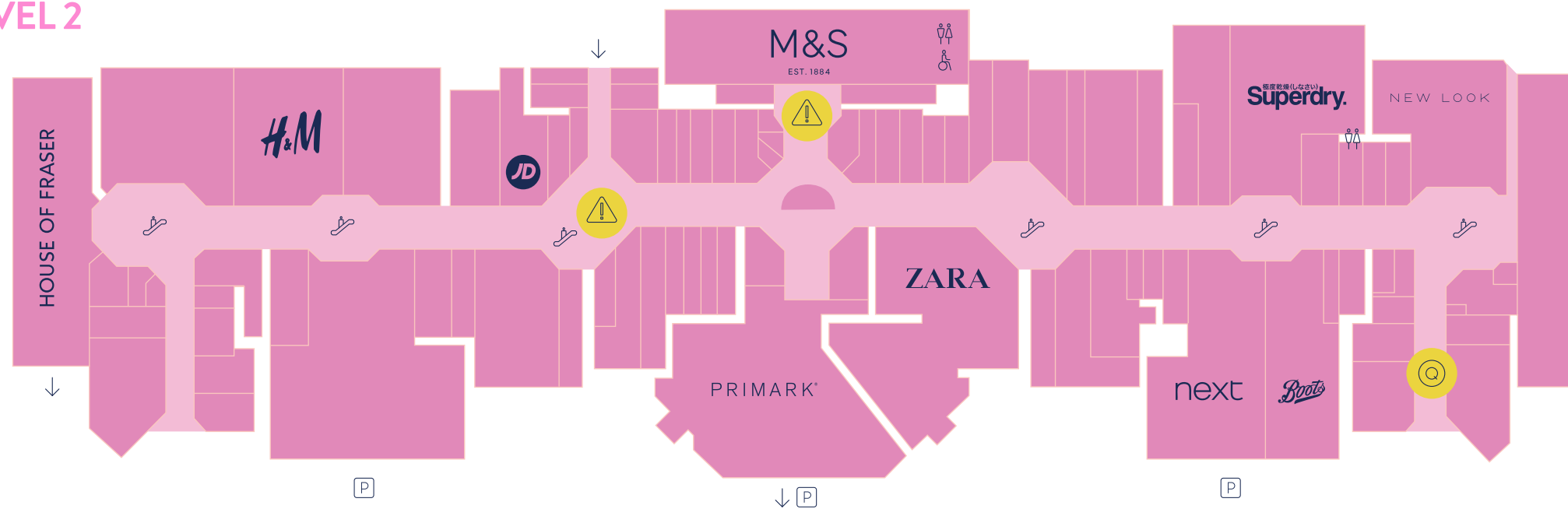
Primark is in the middle of Lakeside. It is on three floors.

A list of all our stores can be found on our website at:
lakeside-shopping.com

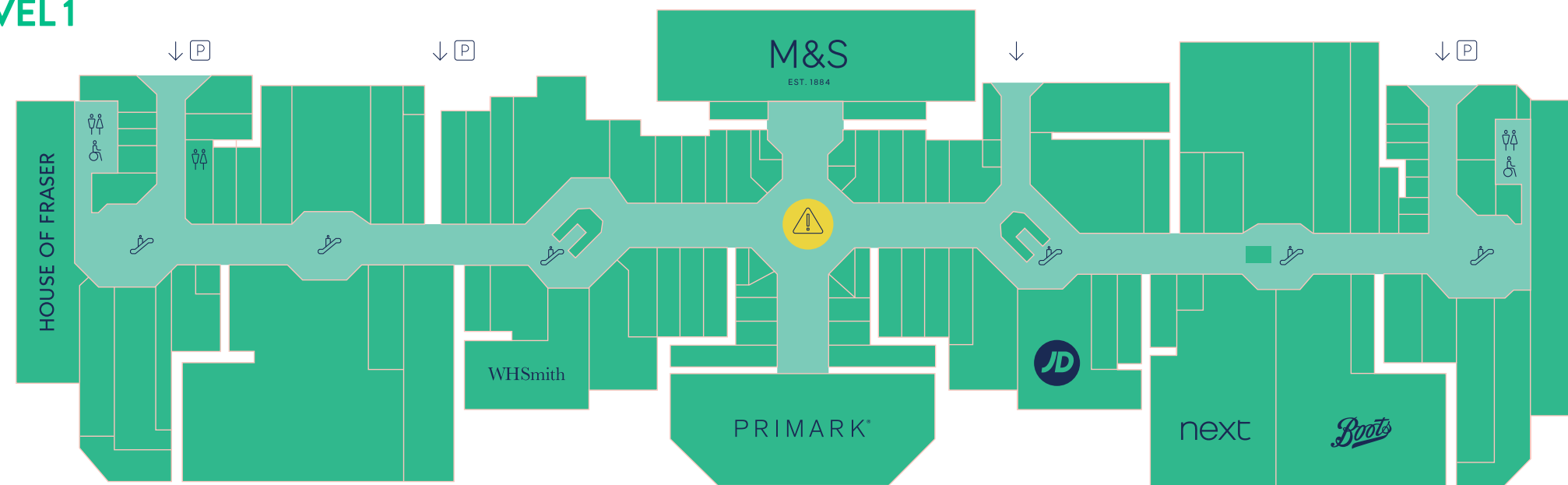
Lakeside maps



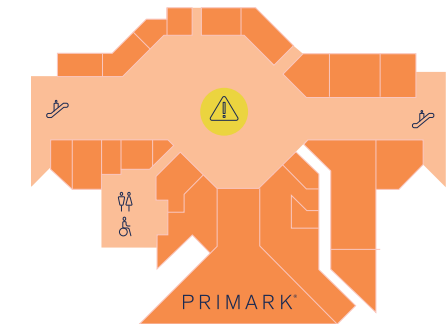
LEVEL 2



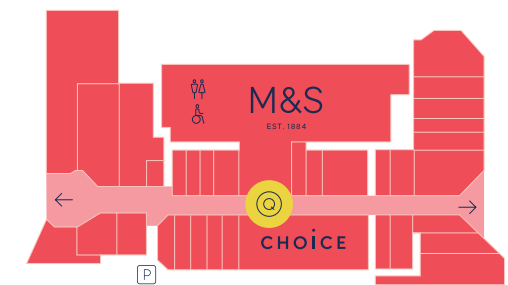
LEVEL 1



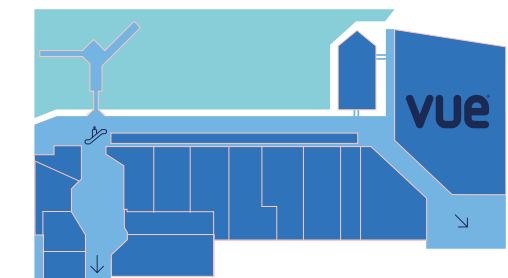
LEVEL 3 – THE EATERY



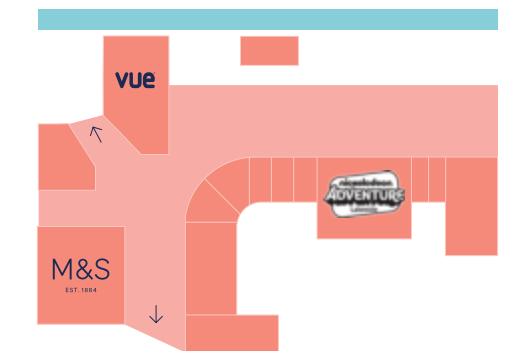
LEVEL 2 – BROMPTON WALK



THE BOARDWALK



THE QUAY



Dining at Lakeside

You can eat. We have lots of different restaurants around the centre. From eating in to takeaway we have a great range. The Boardwalk overlooks the lake and has lots of restaurants.



The Eatery has lots of places to buy food.



The Eatery can be busy and noisy.

Packed lunch

If I eat at Lakeside I would like to eat at:

.....

.....

.....

.....

You can also bring a packed lunch

You can eat your packed lunch in The Eatery or on one of the benches in Lakeside. Alternatively, the Quay has plenty of seating. Eating a packed lunch can sometimes be quieter.

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.

Who might I see at Lakeside?



Customer service team



Security team



Environmental team

You will also see other members of the public shopping at Lakeside.

What to do if things go wrong?

You can find any member of staff.



Tell our staff about your emergency

- I am lost, please help
- I have lost something
- I need someone trained in first aid
- I am feeling overwhelmed, please help me find somewhere quiet

Write more examples...

In case of an emergency my next of kin is

My next of kin's telephone number is

After my visit and feedback questionnaire

What I like best about my visit to Lakeside

What I want to do again

On the next page please fill out the feedback questionnaire.
Email your feedback to Sarah, Lakeside's Community Development Manager at sarah.rivett@savillspm.co.uk
With your help we can continue to develop the Lakeside autism pack and ensure you have the support required.

Was the guide helpful?

What could be better about the guide?

What was missing from the guide?

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

