cae
Centre for
Accessible
Environments

Access Auditing and Inclusive Design

Guernsey

Vin Goodwin BSc (Hons) NRAC

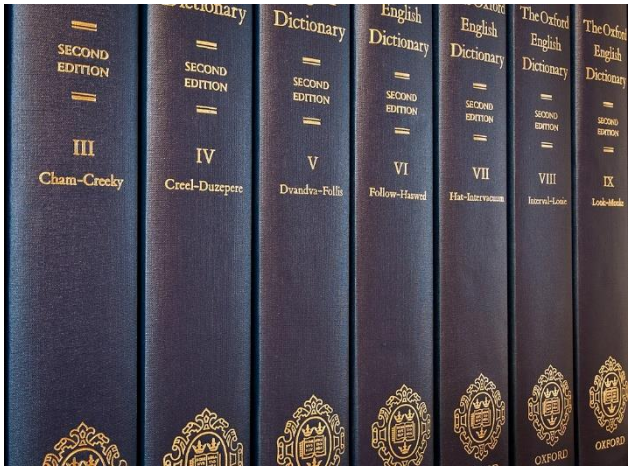
Centre for Accessible Environments

Course objectives

- Understand of **inclusive design**
- **Legislative context** of access and inclusive design
- Role and methodology of **access auditing**
- How to produce access **audit reports**

Access and Disability – who is it all for?

“Disability”



Oxford English Dictionary

Disability *n.* a **physical** or **mental** condition that limits a person's movements, **senses** or activities

Statistics

13, 742 (1 in 5) **Guernsey/Alderney**

Disability Needs Survey 2012

(**UK** - 13.9m reported with disability)

[UK, DWP Family Resources Survey 2016-17]

Disability Needs Survey, 2012

The “UN Convention on the Rights of People with Disabilities” definition of disability:

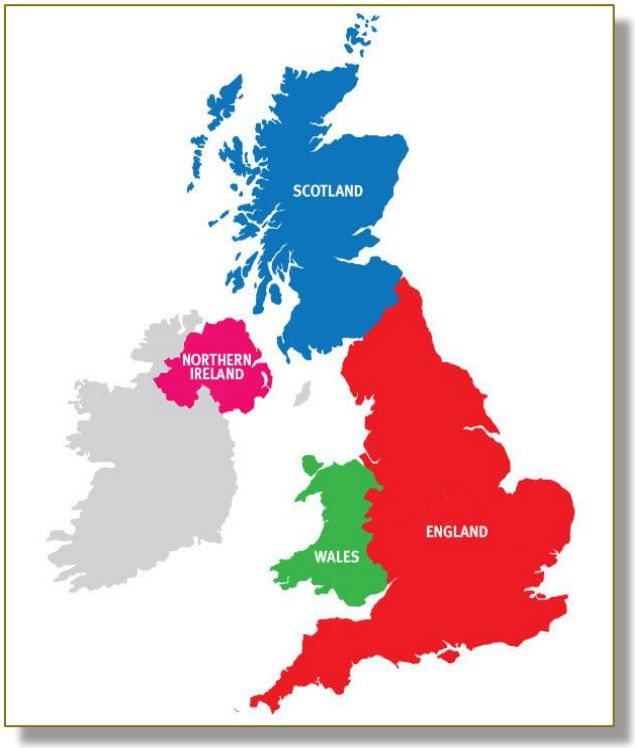
“People with disabilities include people with long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.”

Population of Guernsey and Alderney

64,379

Population of UK

65 Million



U.K.

Mobility (inc. wheelchair users /people with difficulty walking)

Wheelchair users - (according to NHS)

Stamina/Breathing/Fatigue

Sight/ vision

Difficulty with manual dexterity

Hearing (Office National Statistics)

Learning

Mental Health

Social/ Behavioural

Autism (Autism Society)

Answers!

U.K.

Mobility (inc. wheelchair users /people with difficulty walking)

Wheelchair users - (according to NHS)

Stamina/Breathing/Fatigue

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Difficulty with manual dexterity

Hearing (Office National Statistics)

Learning

Mental Health

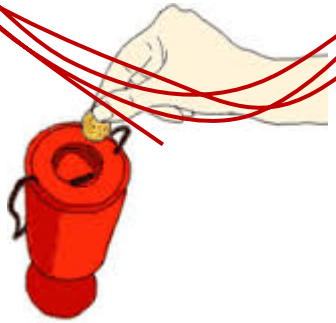
Social/ Behavioural

Autism (Autism Society)

Models of disability

Medical

Social



Charity

Commercial

Medical model

Problem:

- Disabled person

Solution:

- Fix/cure them
- Charitable support
- Provide institutional care

Social model

Problem:

- People's attitudes
- Physical barriers
- Policies/procedures

Solution:

- Remove barriers

Models of Disability

Medical

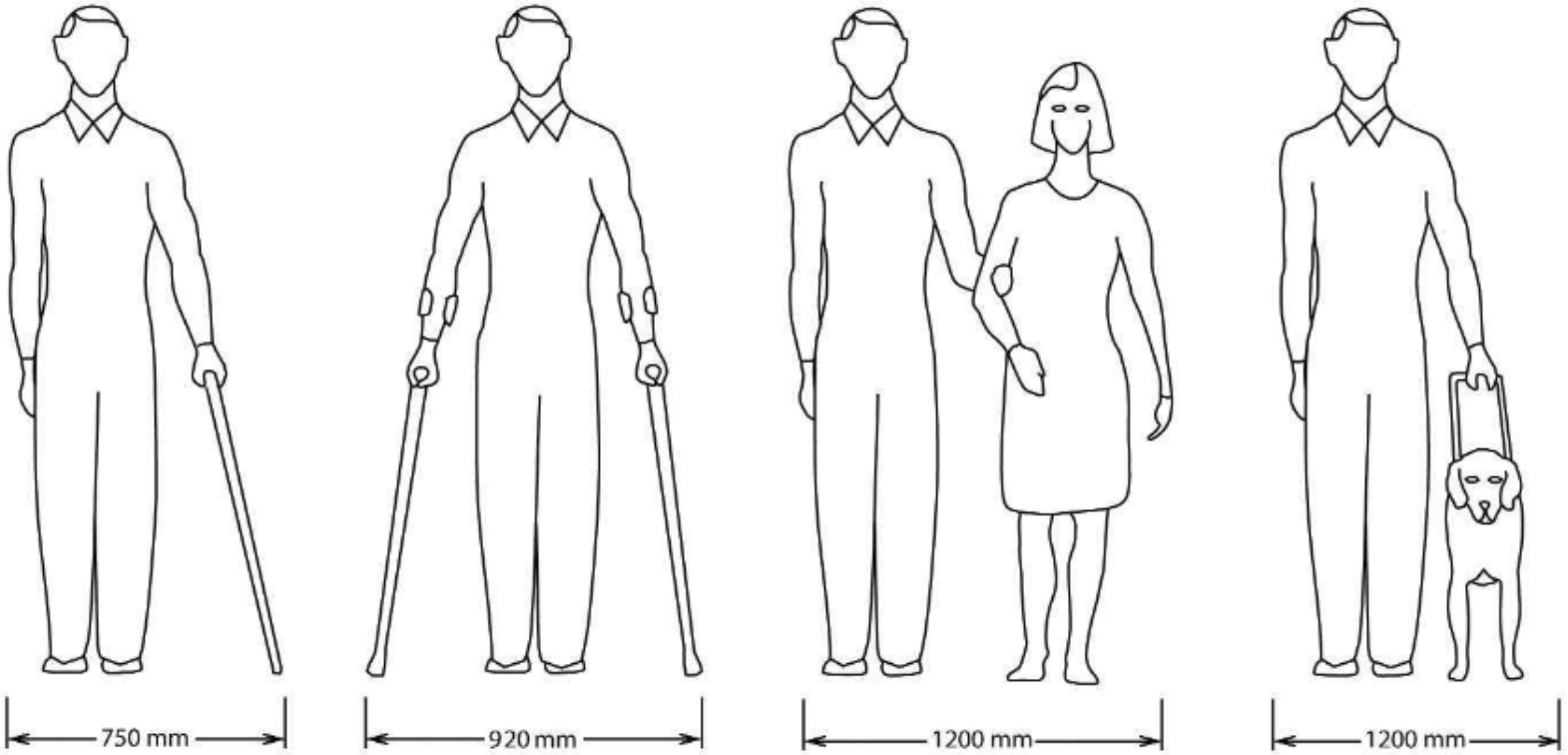
Social

Charity

Commercial

Spectrum of user needs

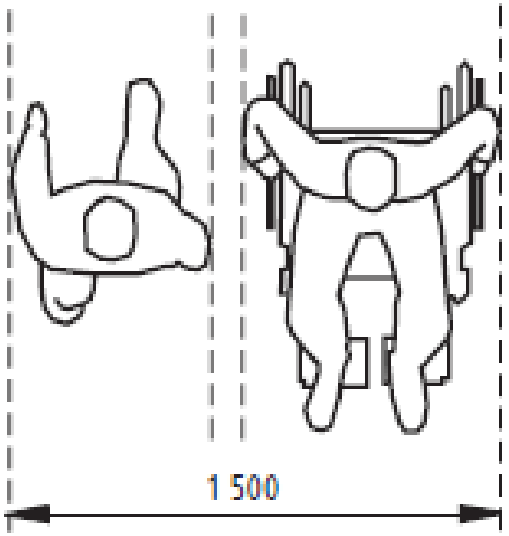
Spatial design

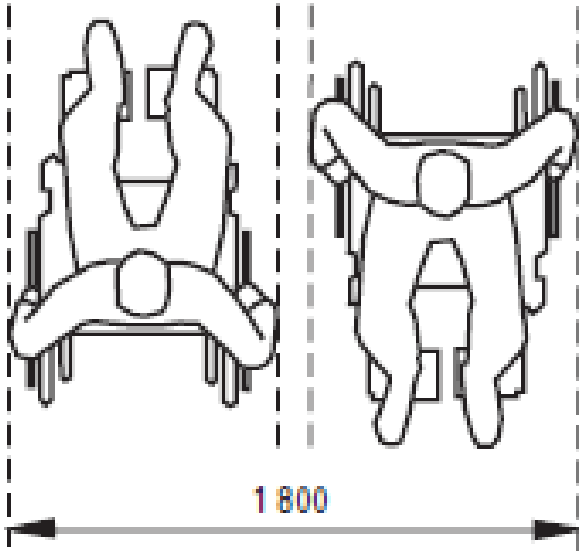


A diagram showing four examples of people with vision loss and the space required for each:

- An individual with a white cane: 750 mm
- An individual with two forearm canes: 920 mm
- An individual being guided on the arm of another individual: 1,200 mm
- An individual with a guide dog: 1,200 mm

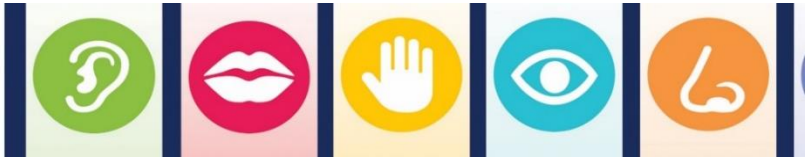
Spatial design





Hear
Taste
Touch
See
Smell

Senses



Traditional senses:

Hearing / Taste / Touch/ Sight / Smell

Other senses:

Balance/acceleration

Temperature

Proprioception

Pain

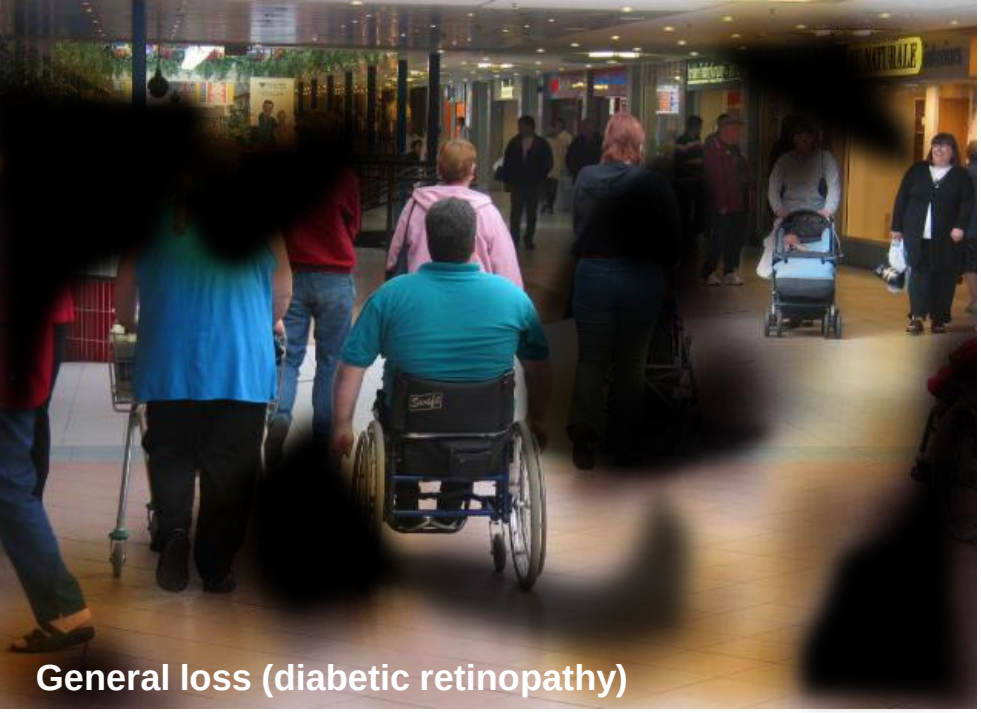
Sexual stimulation

Time

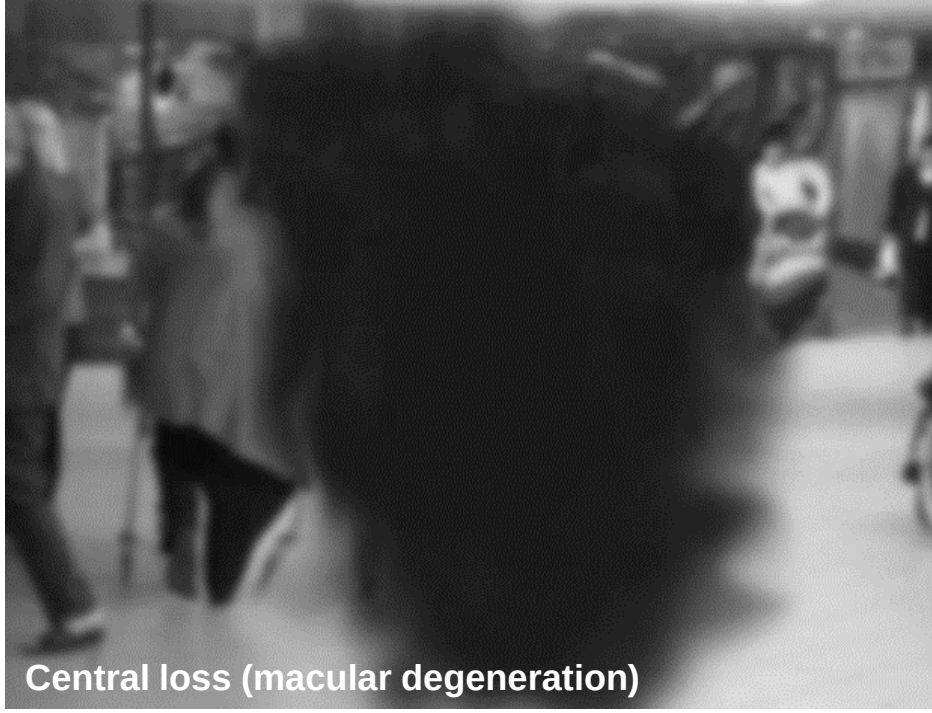
Agency

Familiarity

Full sight

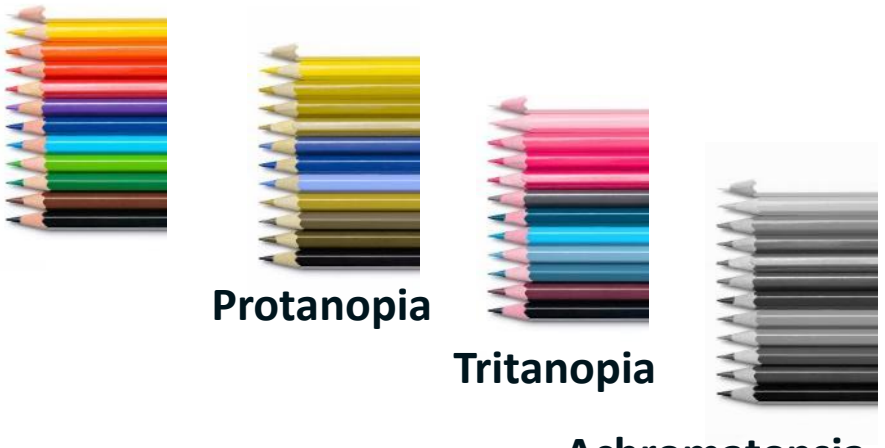


General loss (diabetic retinopathy)



Central loss (macular degeneration)

Peripheral loss (glaucoma)

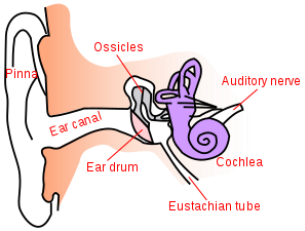


Colour vision deficiency

GUIDE TO THE GREEK GODS
APHRODITE
ARTEMIS
DIONYSUS
HERA
POSEIDON
APOLLO
ATHENA
HADES
HERMES
ZEUS
ARES
DEMETER
HEPHAESTUS
HESTIA

THE KINGS AND QUEENS OF ENGLAND
MAP
EXHIBITIONS AND DISPLAYS
BEYOND THE GALLERY
MEMBERS, ASSOCIATES AND PATRONS

Hearing impairments



(Deaf, hearing impaired, hard of hearing)

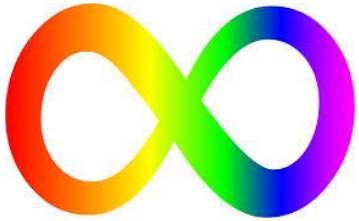
- Conductive / Sensorineural (8% severe/profound)

Communication

May follow a head injury, stroke, or neurological condition

- Stammering or unclear speech
- Difficulty with putting ideas into words & sentences
- Difficulty following what someone else is saying

Neurodiversity

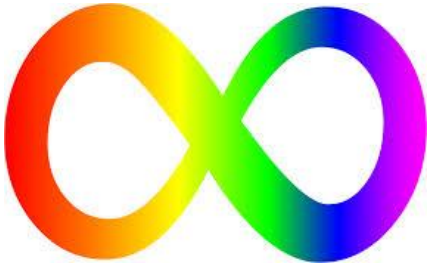


A term originally coined by Australian sociologist, **Judy Singer**, in the late1990s.

Natural human variation

Relates to ‘Biodiversity’ (which is a good thing!)

Neurodiversity



"Variation in the human brain"

- Dyslexia
- Dyspraxia
- Tourette's
- Dysgraphia
- Dyscalculia
- Autism
- Attention Deficit Hyperactivity Disorder (ADHD)

Neurodiversity

Heightened sensory sensitivities:

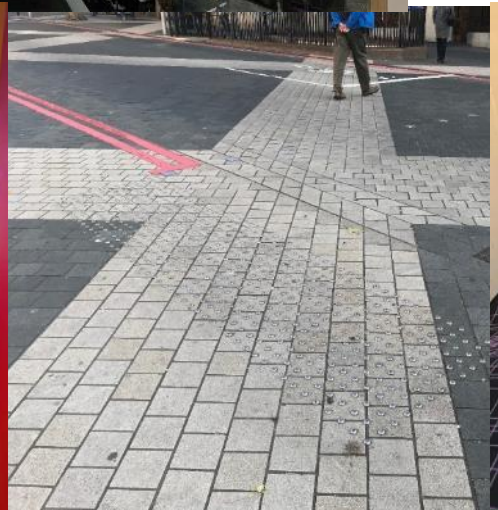
temperature,

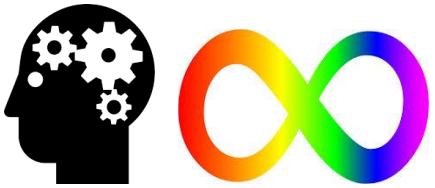
sound,

visual – *light and colour,*

smell,

spatial awareness.





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LAKE HOUSE
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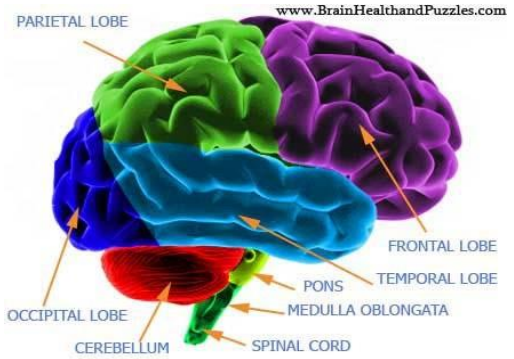
SheenView B&B
2km On Left
HARBOUR VIEW
Bed & Breakfast
B. Chaisleain Bhearra
CASTLETOWNBERE
R571
STAR OUTDOORS KENMARE
FERN HEIGHT
Bed&Breakfast
Mórchuaird Bhéarra
RING OF BEARA
DERREEN GARDEN
www.derreengarden.com
BEARA WAY
WALKING ROUTE
STAR OF KENMARE
CRUISES
CON'S RESTAURANT
6KM STAR OUTDOORS
THE PEACOCK
CAMPING &
HOSTEL

Dementia

Failing Memory

Impaired reasoning

Impaired ability to learn



Acute sensitivity to the environment:

- **Confusion** - modern fittings/technology *(e.g. lever taps & sensor taps)*
- **Barriers** - high contrast *(train gap vs step vs hole)*
- **Distress** - unexpected noises, voices, disorientation

Hidden disabilities

Some examples of hidden disabilities:

Autism.
Brain injuries.
Crohn's disease.
Chronic fatigue syndrome.
Chronic pain.
Cystic Fibrosis
Mental health conditions.
Diabetes.
Epilepsy.
Fibromyalgia.
HIV/AIDS.
Insomnia.
Lupus.
Rheumatoid arthritis.

Inclusive design

1. Places **people** at the heart of the design process.
2. Acknowledges human **diversity** and difference.
3. Offers **dignity, autonomy, choice** and **spontaneity**.

Legislation

Access and Inclusive Design

Guernsey Legislation

Planning – Guernsey Island Development Plan (2016)

- 20 year plan including equal opportunities for all
- Commercial and domestic

Development and Planning Authority

Guernsey Technical Standard M

- access to and use of buildings (2012/2016)

Disability and Inclusion Strategy (2013)

Discrimination Ordinance

Disability and Inclusion Strategy 2013

Improve the quality of life of disabled islanders and their carers through changing attitudes

Transform society so that disabled people and carers can be active and engaged socially, economically and culturally.

Disability and Inclusion Strategy 2013

The Strategy will do this by:

- **Improving** opportunities for disabled people and carers to participate across society.
- **Promoting** more positive and inclusive attitudes towards disability in the community.
- **Challenging** instances of disadvantage facing disabled islanders and/or carers.

Disability and Inclusion strategy

In 2011 the States appointed a Disability Officer.

Commissioned **Disability Needs Surveys** exploring the needs of disabled islanders, family members and carers.

Surveys looked at the number of people living with long-term health conditions or disabilities, carers and experiences of disabled people and carers.

Disability and Inclusion strategy

The surveys provided information to the Disability and Inclusion Strategy.

The Disability and Inclusion Strategy was agreed in November 2013

Disability and Inclusion strategy

Guernsey had no specific legislation to prevent discrimination against disabled people.

Working with businesses and disabled islanders this was proposed.

Disability and Inclusion strategy

It will **not** be a duplicate of the UK law

Legislation to be designed for Guernsey, The State of Guernsey looking at best practice around the world.

A review undertaken of a range of legislation from Canada**,** **Ireland**, Hong Kong New Zealand and **Australia**

Principles:

Social Model of disability

Proactive and **responsive** removal of barriers

Reasonable adjustments

Not disproportionate or imposing undue burden

Expansion of the scope:

Disability Ordinance

To cover **multiple** grounds of protection, not just **disability**

10 grounds of protection:

1. **Age**
2. **Carer status** (provide care for dependent child or disabled adult over 18)
3. **Disability**
4. **Sexual orientation**
5. **Race** (includes colour, descent, national or ethnic origin and nationality)
6. **Religious belief** (and lack of belief)
7. **Marital Status**
8. **Pregnancy or maternity**
9. **Sex**
10. **Gender reassignment** (“gender identity”)

** 7 – 10 are covered under sex discrimination Ordinance under Employment.

Phase 1
(Approved)

Disability

Carer status

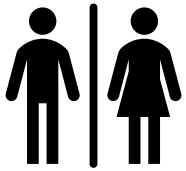
Race

Sexual orientation

Religious Belief

Phase 2
(Principle approval given)

Age

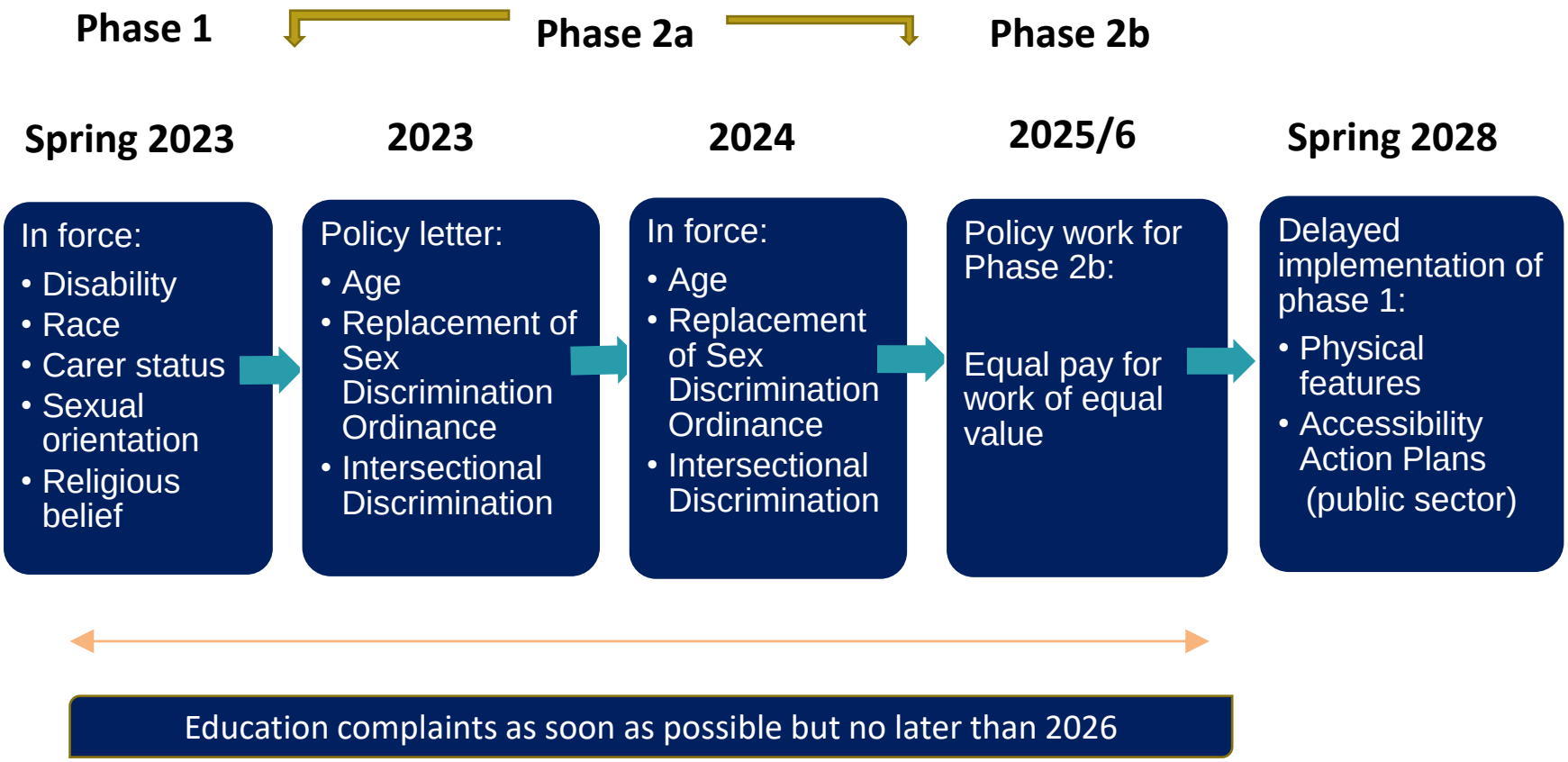

Sex

Pregnancy & maternity

Marital status

Gender reassignment

Future phases of development of the Ordinance



Disability

Definition of ‘disability’

To be agreed by States, later in 2022

The person has one or more **long-term** physical, mental, intellectual or sensory impairments.

‘Long-term’ - an impairment which has lasted, or is expected to last, for not less than 6 months; or is expected to last until the end of the person’s life.

NB. This time period would not exclude potentially relapsing/ reoccurring conditions where the person is in a period of remission (e.g. cancer, multiple sclerosis, mental health conditions) or where treatment is controlling the condition (e.g. HIV, diabetes).

What the law requires:

Goods, services and education providers

- anticipatory duty
- must respond to requests for reasonable adjustments.

Employers and accommodation providers

- must respond to requests for reasonable adjustments.

Possible types of discrimination

Direct discrimination

Treating someone differently and less favourably because of a protected characteristic.

Discrimination by association

Person doesn’t have to possess the characteristic themselves but are associated with someone who has the characteristic

Indirect discrimination

Treating someone the same as everyone else, but it has a negative effect on them

Possible types of discrimination

Discrimination arising from disability

Someone is treated unfavourably not because of the disability itself, but because of something connected with that disability

Harassment

Related to a protected characteristic

Victimisation

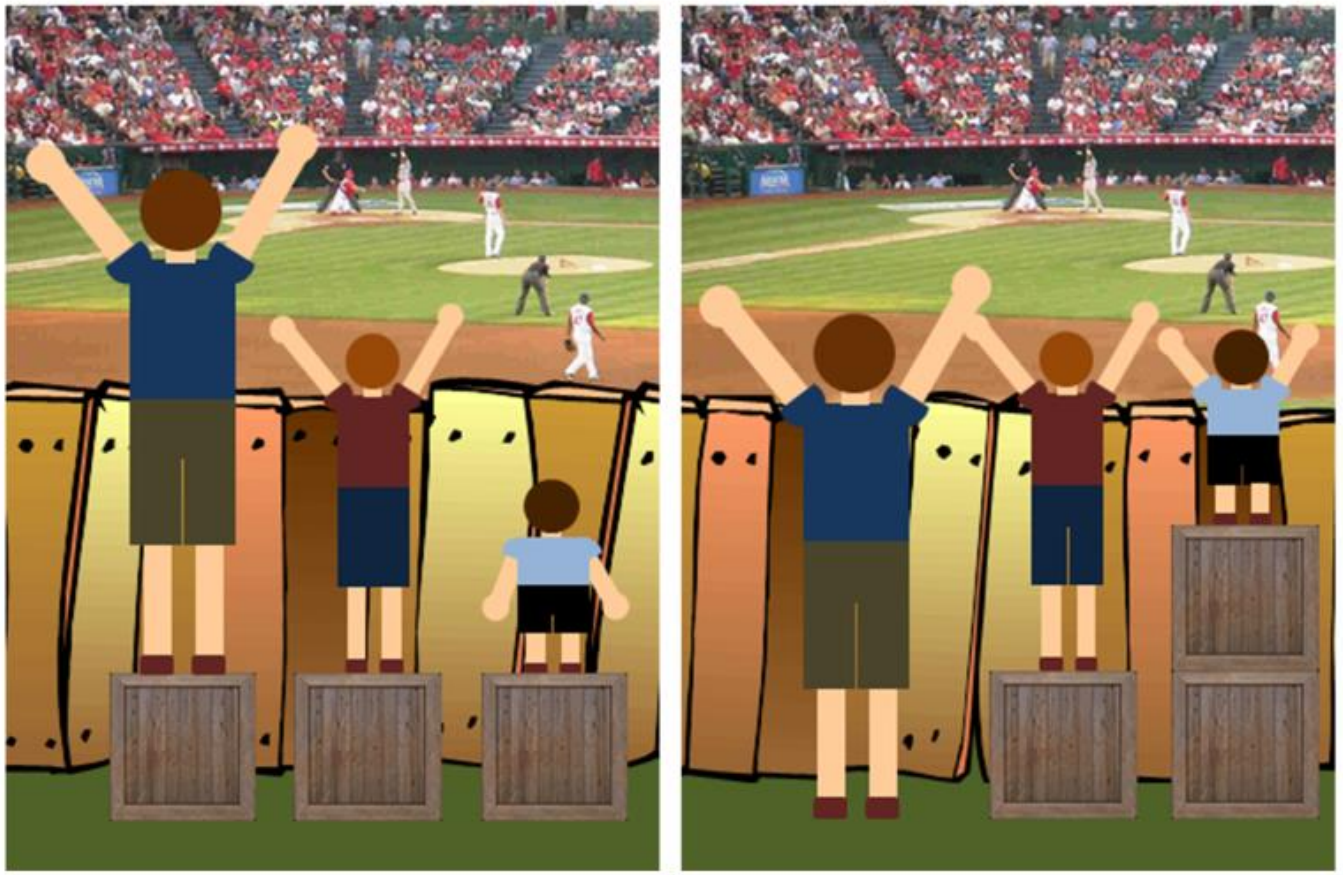
If you are being victimised because you have complained about how you or someone else has been treated

Failure to provide an **appropriate adjustment** would also be a form of discrimination

Discrimination in practice - exercise

Reasonable adjustments

How to make things better….



Reasonable adjustments

- Duties to make **reasonable adjustments** to enable a disabled person to have the same opportunities as others and be fully included in society
- Must be implemented in **consultation** with the with the individual
- Should not impose a **disproportionate burden** on the person/ organisation making the adjustment

Reasonable adjustments

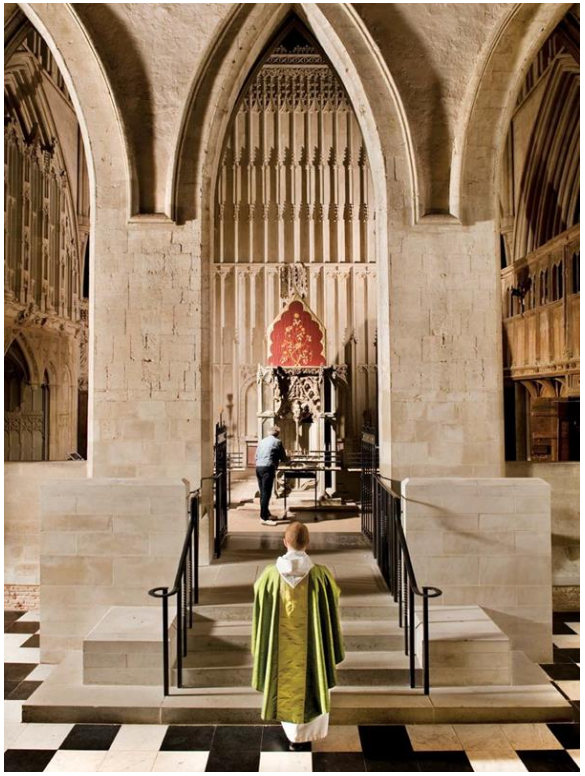
- Responding to **individual** needs
- **Inclusive design** and being proactive:

“Planning services or spaces which include people with common impairments to start with”

- **Range** of impairments – not just **mobility**

Reasonable adjustments

- Adjusting **facilities**
- Making **information** more accessible
- **Training**
- Provide service in a **different way**
- Adjusting **work tasks** or **working hours**
- **Equipment**
- Adjusting **curricula**



Reception

Anticipatory accessibility duty

Goods, services and education providers

- anticipatory duty.
- must respond to requests for reasonable adjustments

Employers and accommodation providers

- must respond to requests for reasonable adjustments

Accessibility

- Physical access
- Access to services (the way things are done)
- Access to digital services
- Access to information

Quality of access, dignity, choice etc

Physical features

Physical features

Delayed duty

For discrimination complaints regarding a ‘physical feature’ of a building:

- feature arising from the design or construction of a building
- feature of an approach to, exit from or access to a building
- fixture or fitting.

Public sector goods, services and education providers

Prepare accessibility action plans within 5 years of the legislation coming into force

Adjustments to physical features?

- Remove the feature
- Alter the feature
- Provide means of avoiding the feature

- Provide service by reasonable alternative means

Adjustments including auxiliary aids or services?

Provide service in a different way?

What might be “reasonable”?

Likely to depend on the circumstances including effectiveness and potential benefit:

- Practicability of making the changes
- Cost of adjustment
- Extent of disruption that would be caused
- Resources of service provider or employer
- Availability of financial and other assistance for changes
- Nature of service provider or employer - size and resources
- Does it ‘do the job’ for the individual?!

How far do you need to go to make reasonable adjustments?

Not simply ensuring that **some access** is available but try to achieve **standard** of access by disabled people to that enjoyed by rest of the public.

Would the service provider be required to take steps which would **fundamentally alter the nature** of the service?

Doctor's surgery

- Remove feature
- Alter the feature
- Avoid the feature
- Reasonable alternative means of providing service
- Adjust policies, procedures, practices
- Provide auxiliary aids

Positive discrimination

… would be unlawful?

Would there be a need for a disabled person to be treated **more favourably** than a person who is not disabled?

Outcome of a complaint

Financial compensation

Guernsey will develop own compensation limits

“To be agreed”

Order of non-financial remedy?

Discrimination Ordinance and Buildings

- **NOT** building legislation
- **NO** design guidance accompanying the Ordinance

Compliance?

Contact…

equality@gov.gg

01481 222882

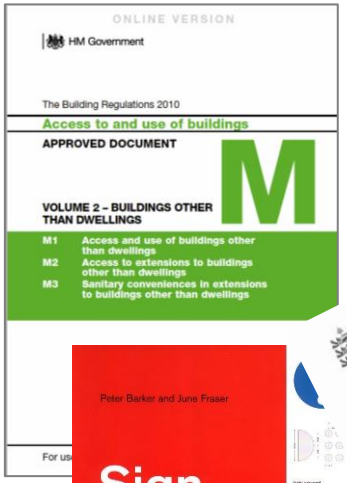
disabilityalliance.org.gg

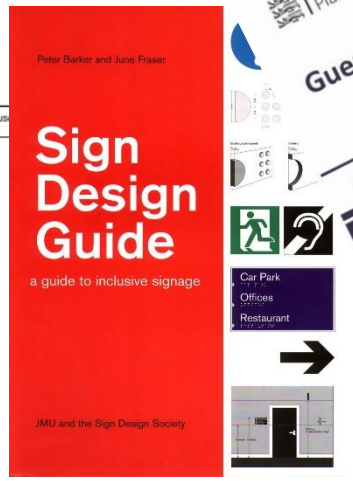
Design Guidance

Discrimination Ordinance

- There are **no** standards
- Working to good practice standards is an appropriate approach

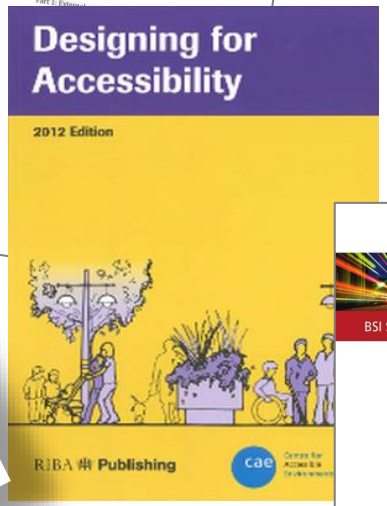
Key guides

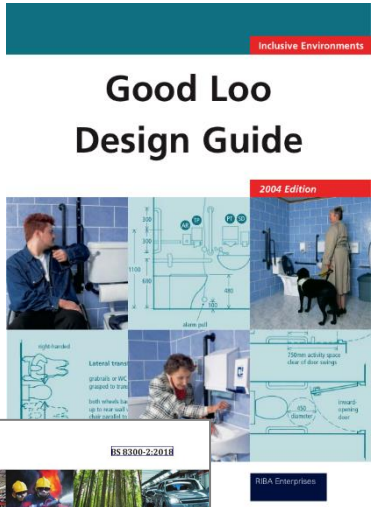

ONLINE VERSION
HM Government
The Building Regulations 2010
Access to and use of buildings
APPROVED DOCUMENT
M
VOLUME 2 – BUILDINGS OTHER THAN DWELLINGS
M1 Access and use of buildings other than dwellings
M2 Access to extensions to buildings other than dwellings
M3 Sanitary conveniences in extensions to buildings other than dwellings

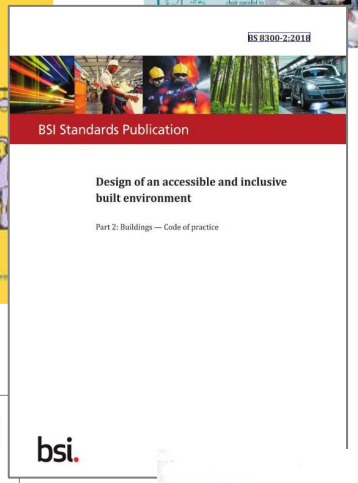

Peter Barker and June Fraser
Sign Design Guide
a guide to inclusive signage
JMU and the Sign Design Society

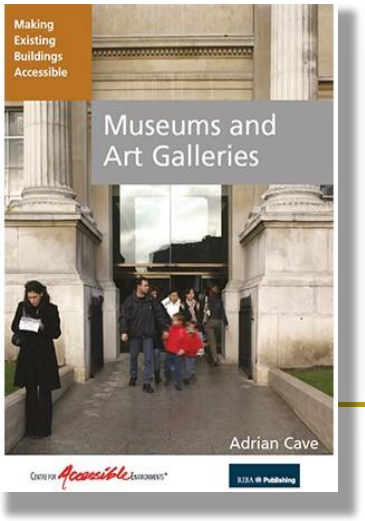
Development & Planning Authority
Guernsey Technical Standard
Access to and use of buildings
The Building (Guernsey) Regulations, 2012
M
M1 Access and use
M2 Access to extensions to buildings other than dwellings
M3 Sanitary conveniences in extensions to buildings other than dwellings
M4 Sanitary conveniences in dwellings

BS 8300-1:2018
BSI Standards Publication
Design of an accessible and inclusive built environment
bsi.


Designing for Accessibility
2012 Edition
RIBA Publishing
cae

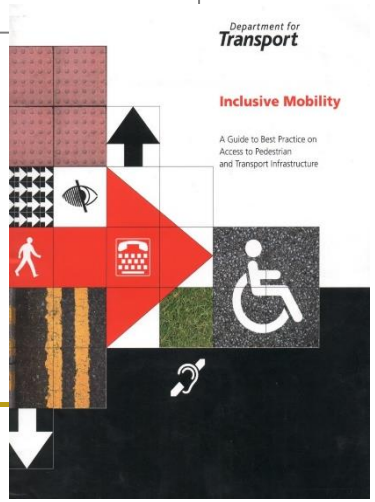

Inclusive Environments
Good Loo Design Guide
2004 Edition
RIBA Enterprises


BS 8300-2:2018
BSI Standards Publication
Design of an accessible and inclusive built environment
Part 2: Buildings — Code of practice
bsi.


Making Existing Buildings Accessible
Museums and Art Galleries
Adrian Cave
Centre for Accessible Environments
RIBA Publishing

NMS
National Museums of Scotland
Exhibitions for All
A practical guide to designing inclusive exhibitions
General and Physical Access
Communication and Display
Audio Visual Presentations
Lighting
Further Information

SPORT ENGLAND
Design Guidance Note
Accessible Sports Facilities
Formerly known as Access for Disabled People
Updated 2010 guidance


Department for Transport
Inclusive Mobility
A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure

Guernsey Technical Standard Part M

M.1 The requirements apply if:

a. a non-domestic building or a dwelling is newly erected;

b. an existing non-domestic building is extended, or undergoes a material alteration;

or

c. an existing building or part of an existing building undergoes a material change of use as stated previously.

Guernsey Technical Standard Part M

'Access to and use of buildings'

- Aims for an inclusive approach
- Reasonable provision is to be made for people to gain access to and use a building and its facilities

Ramps

Level 1:60

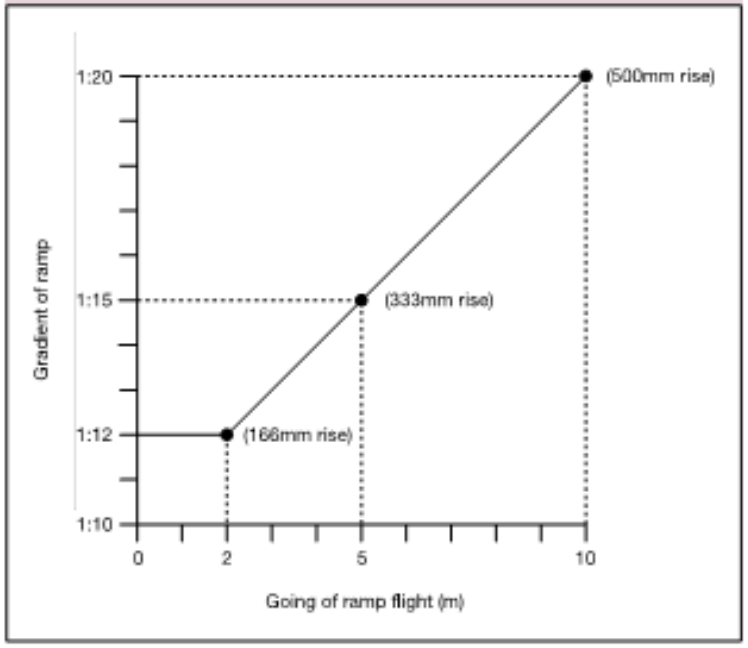
Cross fall 1:40 max

Non-domestic buildings:

1500mm minimum width

Handrails to both sides

Diagram 3 **Relationship of ramp gradient to the going of a flight**



Stairs and Steps

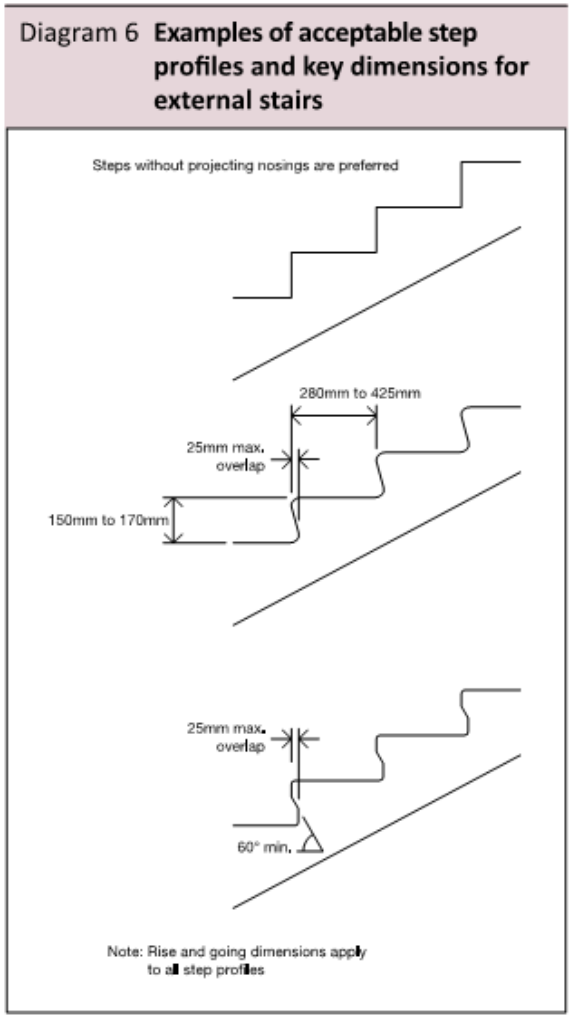
Corduroy hazard warning

Handrails

Width

Nosings

Open risers



Doors

Internal doors clear width:

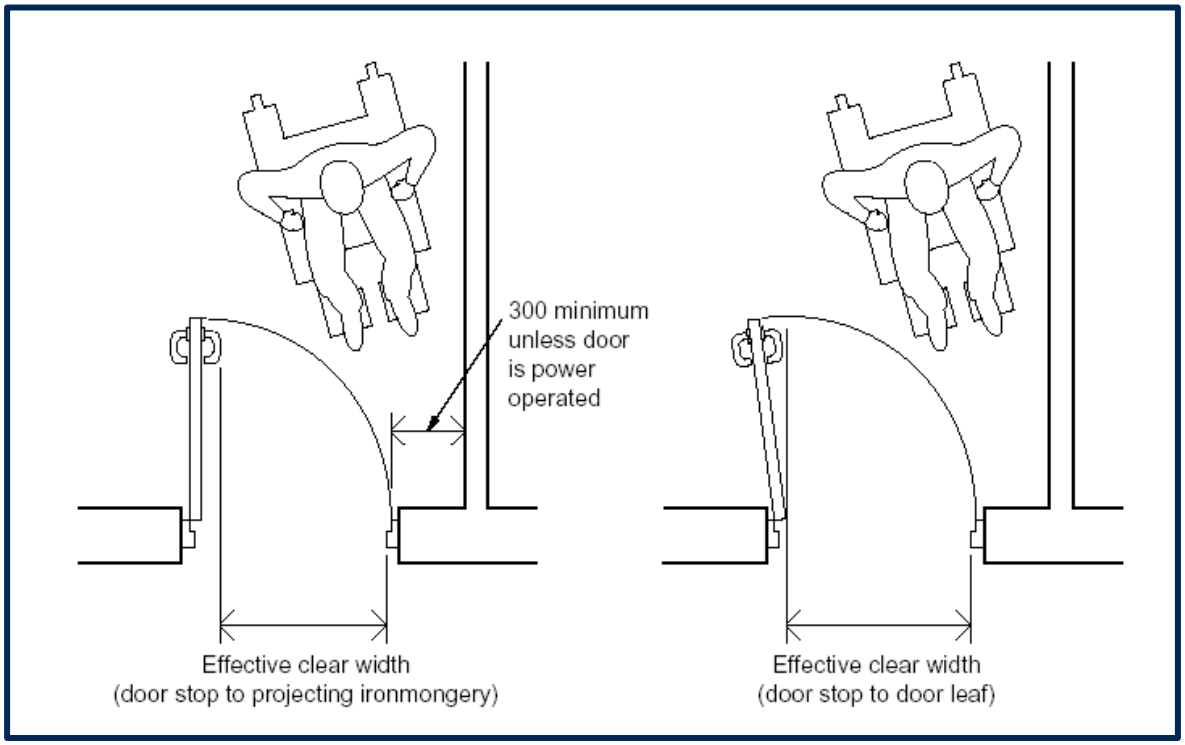
800-825mm - new buildings

750-775mm - existing

External doors for general public:

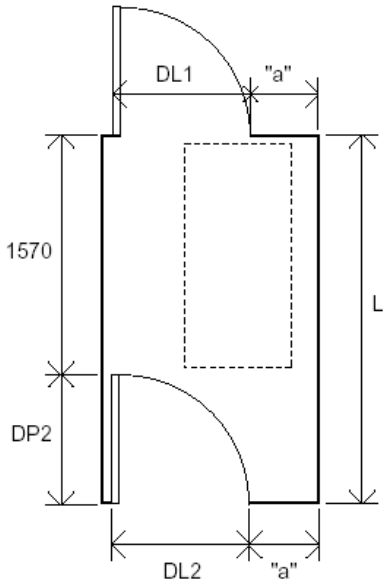
1000mm - new buildings

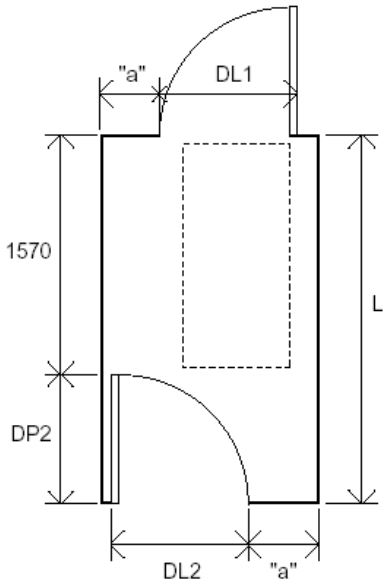
775mm - existing

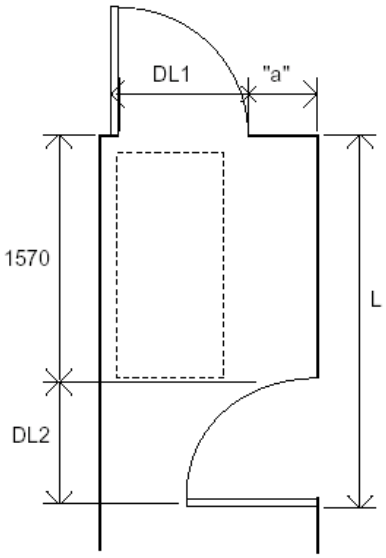


Lobbies

Move clear of one door before opening second







DL1 and DL2 = door leaf dimensions of the doors to the lobby
DP1 and DP2 = door projection into the lobby (normally door leaf size)
L = minimum length of lobby, or length up to door leaf for side entry lobby
"a" = at least 300mm wheelchair access space (can be increased to reduce L)
1570 = length of occupied wheelchair with a companion pushing (or a large scooter)

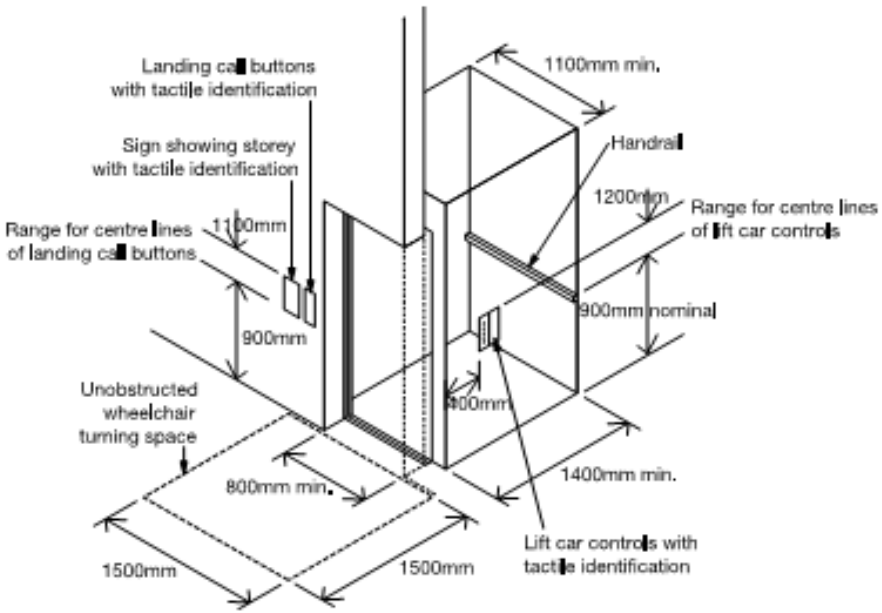
NB: For every 100mm increase above 300mm in the dimension "a" (which gives a greater overlap of the wheelchair footprint over the door swing), there can be a corresponding reduction of 100mm in the dimension L, up to a maximum of 600mm reduction.

Lifts

New buildings to have lift serving all storeys

A passenger lift is the most suitable form of vertical access

Diagram 11 **Key dimensions associated with passenger lifts**

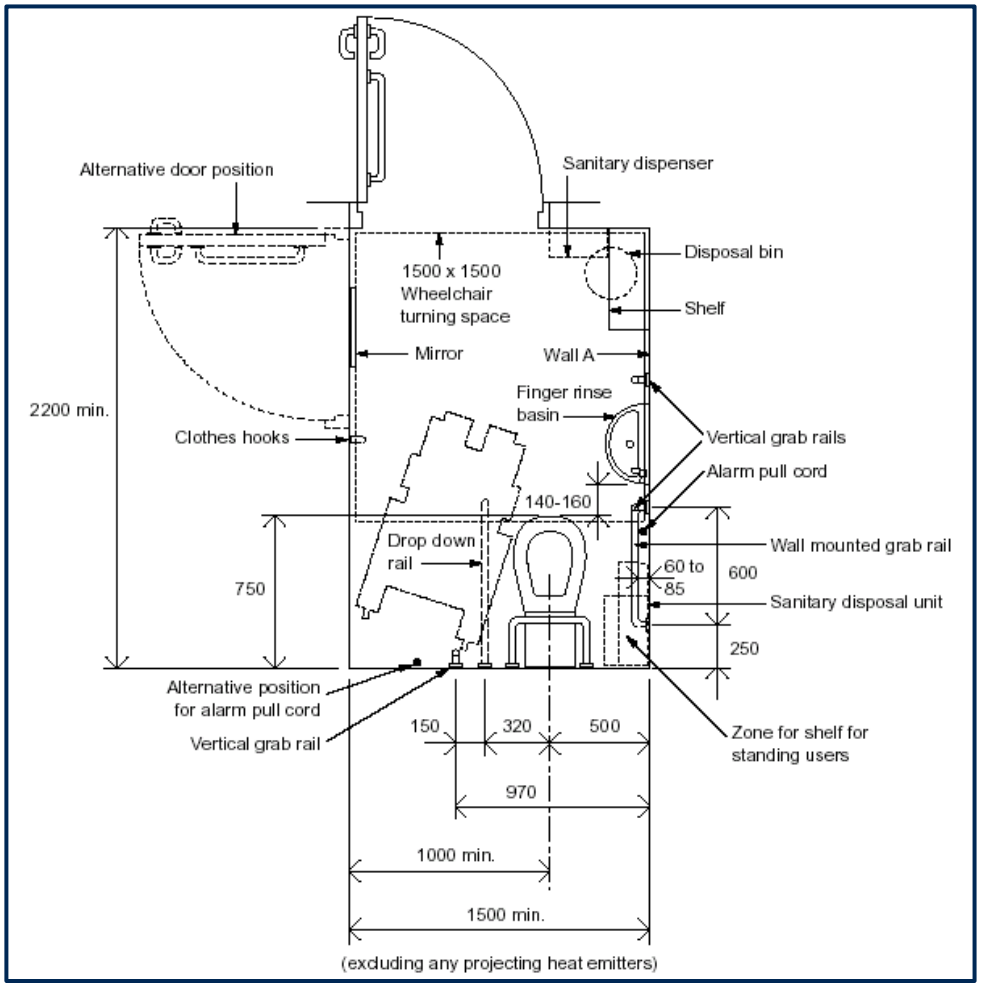


WC's

Wheelchair accessible unisex toilets wherever there are loos.

Travel distance 40m

Where only one loo - wheelchair-accessible unisex, but larger to fit an extra standing-height washbasin (2m x 2m)



2018
Part 1: External environment
Part 2: Buildings

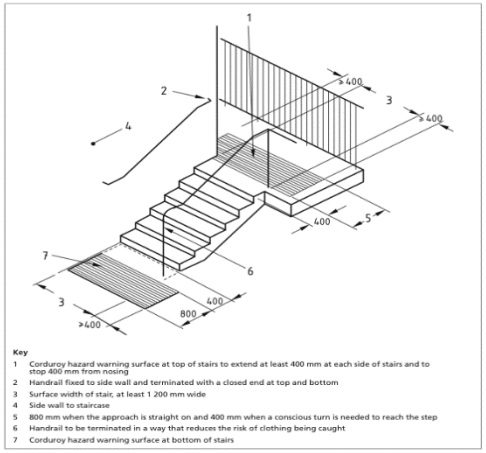
British Standard 8300

British Standard for design of buildings for the convenience and use by people with disabilities.

- Some information based on ergonomic research
- Includes reach ranges
- Considers space allowance
- Includes management issues
- Includes lighting and acoustics

British Standard 8300-1:2018
Part 1: External environment

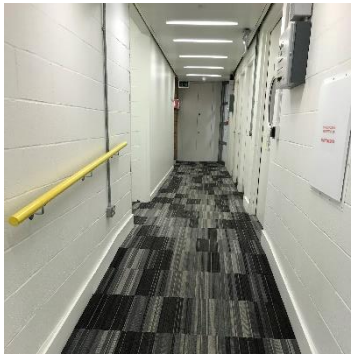
- Strategic site planning and navigation
- Transport and parking
- Ramps, steps and lifts
- Visitor attractions and temporary events
- Refreshments, seating and sanitary facilities
- Specific locations e.g.nature trails, beaches, parks, fishing & historic landscapes



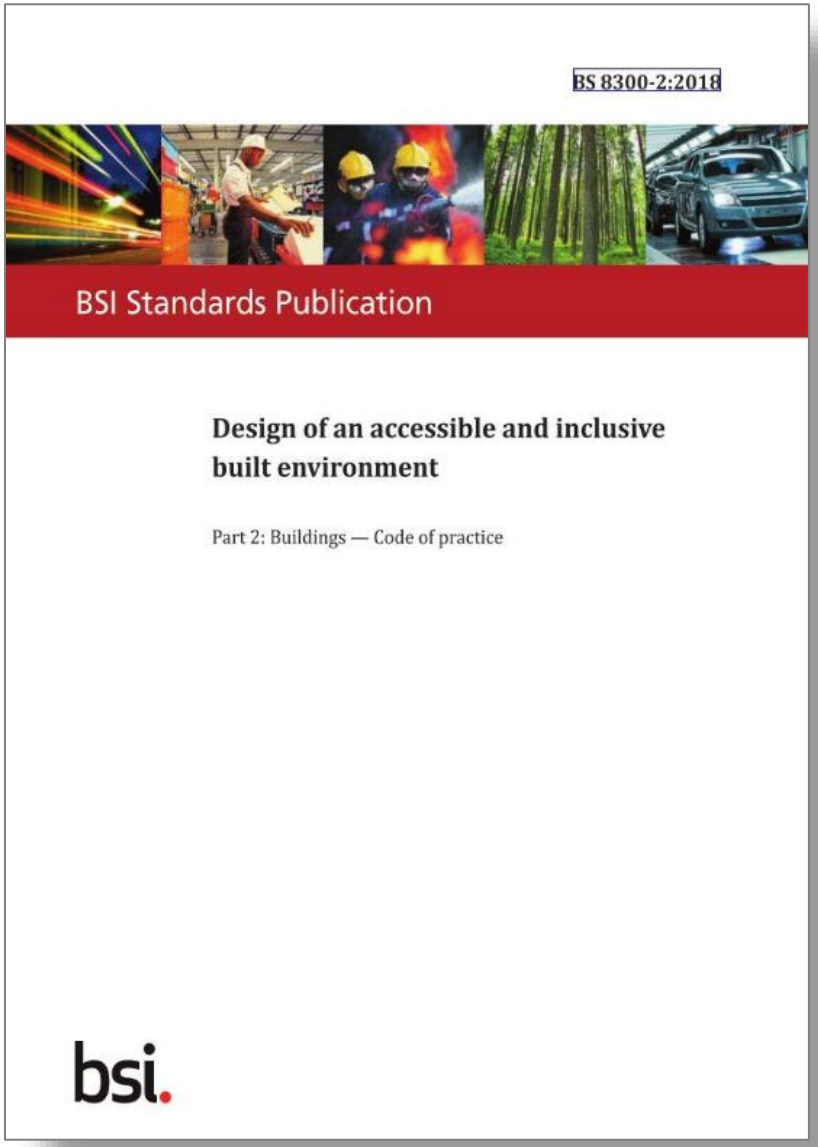
Key
1 Corduroy hazard warning surface at top of stairs to extend at least 400 mm at each side of stairs and to stop 400 mm from nosing
2 Handrail fixed to side wall and terminated with a closed end at top and bottom
3 Surface width of stair, at least 1 200 mm wide
4 Side wall to staircase
5 800 mm when the approach is straight on and 400 mm when a conscious turn is needed to reach the step
6 Handrail to be terminated in a way that reduces the risk of clothing being caught
7 Corduroy hazard warning surface at bottom of stairs

British Standard 8300-2:2018 Part 2: Buildings

- Building approach and access
- Horizontal and vertical circulation
- Counters, desks, seating, colour contrast and acoustics
- Lecture theatre and audience facilities
- Sanitary accommodation including toilets,
- changing places, showers and baby change
- Building types such as educational, sports, retail, religious, health, offices and historic buildings



Development & Planning Authority
Guernsey Technical Standard
Access to and use of buildings
The Building (Guernsey) Regulations, 2012
M
M1 Access and use
M2 Access to extensions to buildings other than dwellings
M3 Sanitary conveniences in extensions to buildings other than dwellings
M4 Sanitary conveniences in dwellings
2012 edition
With May 2015 amendments


BS 8300-2:2018
BSI Standards Publication
Design of an accessible and inclusive built environment
Part 2: Buildings — Code of practice
bsi.

10.1.4 Identification and slip resistance of nosings

Each step nosing should incorporate a durable, permanently contrasting continuous material for the full width of the stair on both the tread and the riser to help people who are blind or partially sighted appreciate the extent of the stair and identify individual treads. The contrasting material should extend 50 mm to 65 mm in width from the front edge of the tread and 30 mm to 55 mm from the top of the riser, and should contrast visually with the remainder of the tread and riser.

NOTE 1 Particular care is needed to ensure that there is adequate contrast between nosings and landings.

NOTE 2 Nosing that wraps around the riser might assist people who are blind or partially sighted.

NOTE 3 A proprietary nosing can provide a durable solution that satisfies both visual contrast and slip resistance

10.1.1 Design of steps and stairs

*COMMENTARY ON **10.1.1***

Slips on steps and stairs occur in both ascent and descent, but a slip on descent is more likely to lead to a fall and an injury. Research [18] has shown that slips while descending stairs are more likely to occur when the user oversteps, placing only 50% to 60% of their foot on the tread. The likelihood of an overstep decreases significantly with increased going size, and beyond 300 mm, is very rare. Beyond 350 mm, it is unlikely that a large overstep will occur within the lifetime of the building, even with 2 000 users per day.

Excessively high risers can result in excessive strain being placed on the knee and/or hip joints of many people with ambulant mobility difficulties, when descending flights of stairs.

When ascending stairs, people with restricted mobility and particularly those with restricted lower body movement are particularly at risk of catching the toes of their shoes beneath projecting nosings, and of tripping as a result. In addition, some partially sighted people can feel a sense of insecurity when looking through open treads (e.g. metal grille-type treads), and assistance dogs might refuse to proceed. Some neurological conditions lead to difficulties stepping over open treads and in judging gaps.

The dimensional ranges for steps and stairs should be between 150 mm and 180 mm for the rise and between 300 mm and 450 mm for the going.

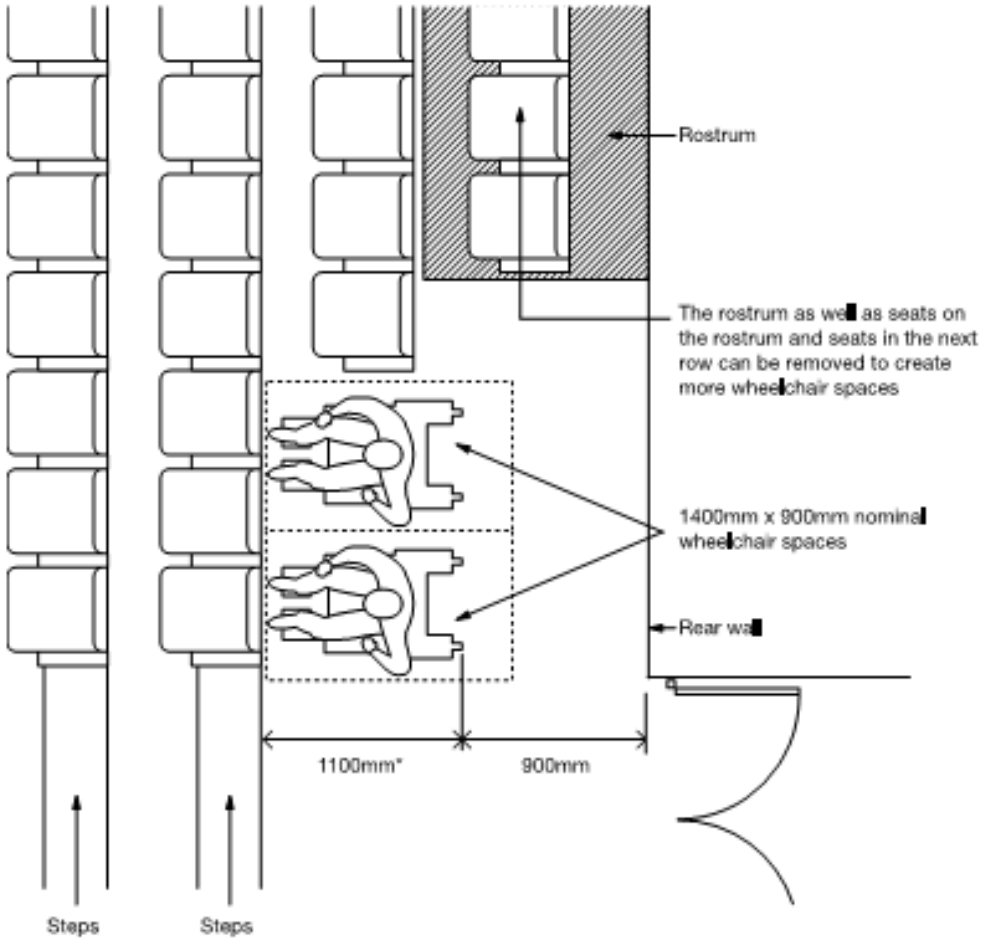
The rise and going of each step within a flight should be uniform. Where practicable, the rise and going of each step should also be uniform between a series of flights.

Tapered risers should not be used.

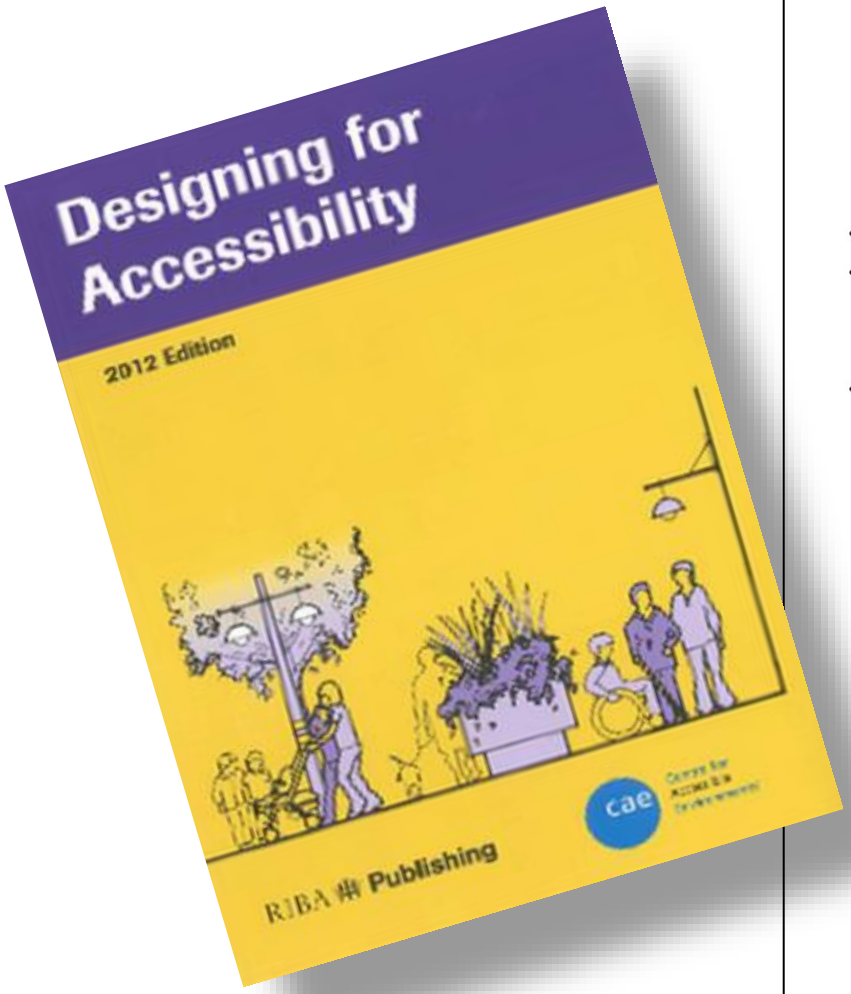
Historic England

Easy Access to Historic Buildings

Diagram 15 **An example of wheelchair space provision in a cinema or theatre**



* Dimension derived from BS 8300



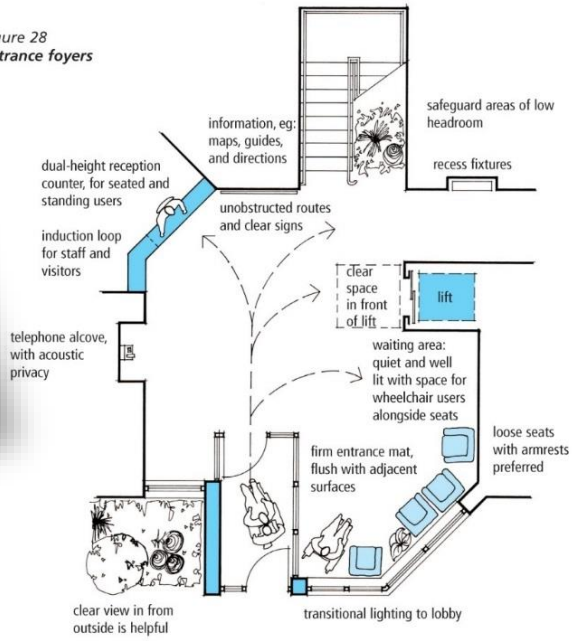
Entrance foyers

Well-designed entrance foyers provide a transition from the outside to the inside, and can help orientate people once inside the building.

- Clear view in from outside is helpful.
- The area should be well lit, with plenty of circulation space. Routes to reception counters, lifts, stairs and WCs should be easily visible, clearly defined and unobstructed.
- The reception point should be located away from the principal entrance (while still providing a view of it) to reduce impact of external noise. Where sliding glass windows are installed they should be fully openable to allow for audible conversation.
- At reception, both the receptionist's face and visitors' faces should be clearly visible and well lit to allow lip reading.

See *Figure 28* and also guidance on *Counters and service desks,* p 51 and *Induction loops,* p 59.

Figure 28
Entrance foyers



Development & Planning Authority

Guernsey Technical Standard

Access to and use of buildings

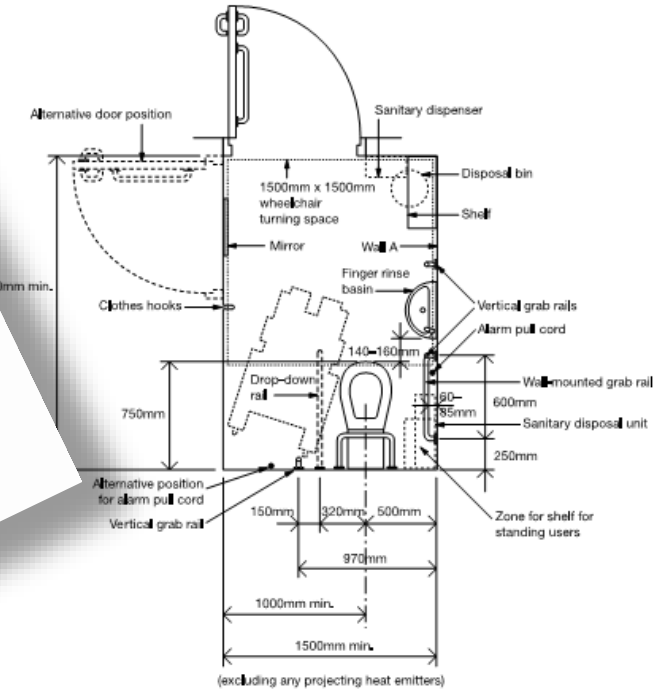
The Building (Guernsey) Regulations, 2012

M

2012 edition
With May 2015 amendments

M1 Access and use
M2 Access to extensions to buildings other than dwellings
M3 Sanitary conveniences in extensions to buildings other than dwellings
M4 Sanitary conveniences in dwellings

ram 18 **Unisex wheelchair-accessible toilet with corner WC**



Note
Layout for right-hand transfer to WC

BS 8300-2:2018
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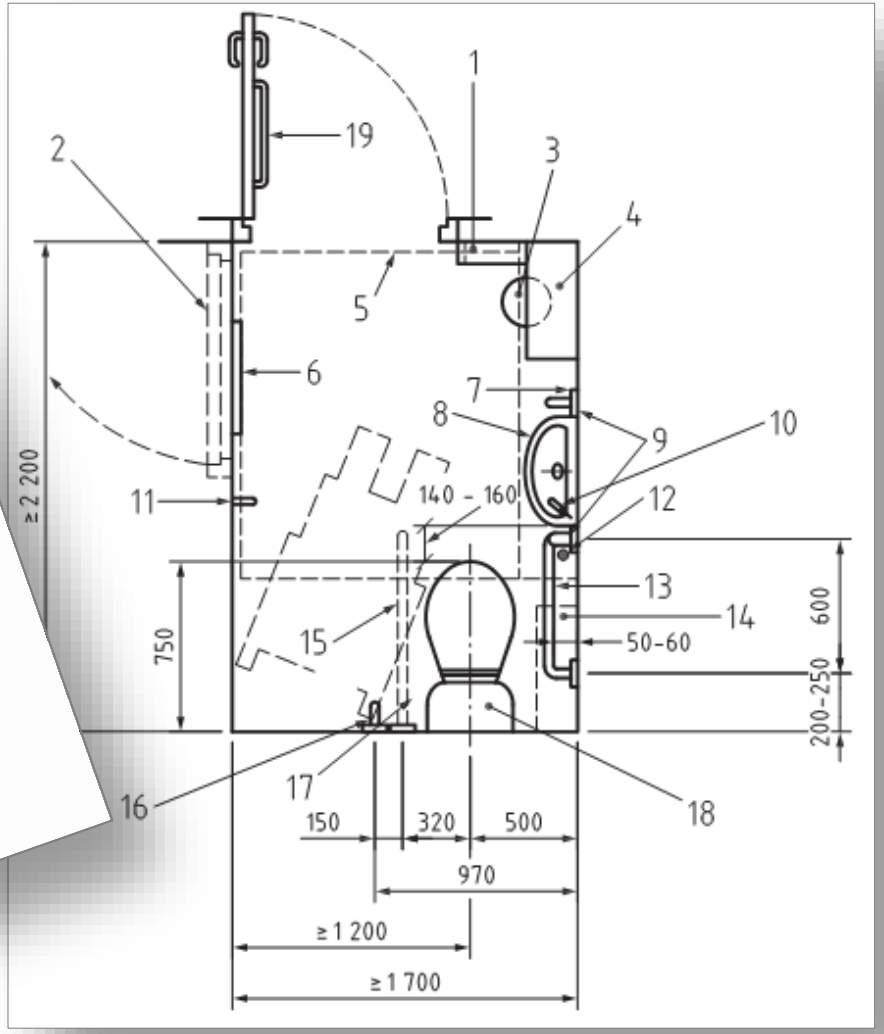
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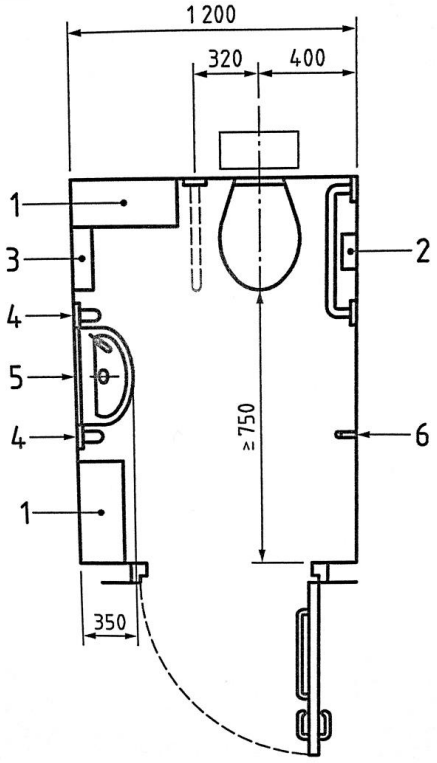
140 - 160
750
600
50-60
200-250
150
320
500
970
≥ 1 200
≥ 1 700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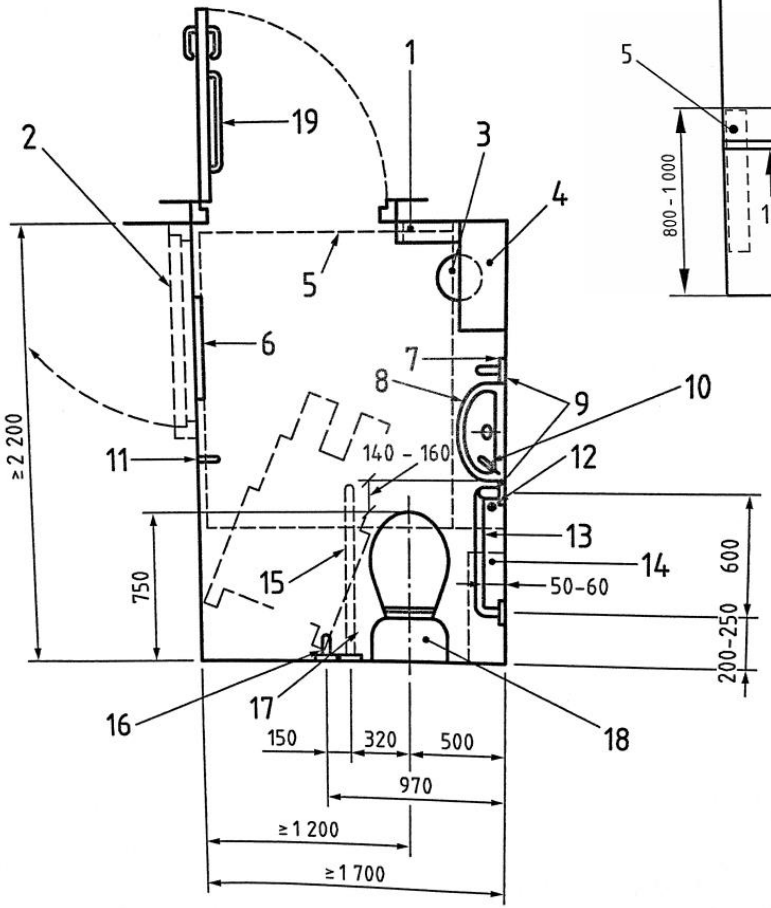
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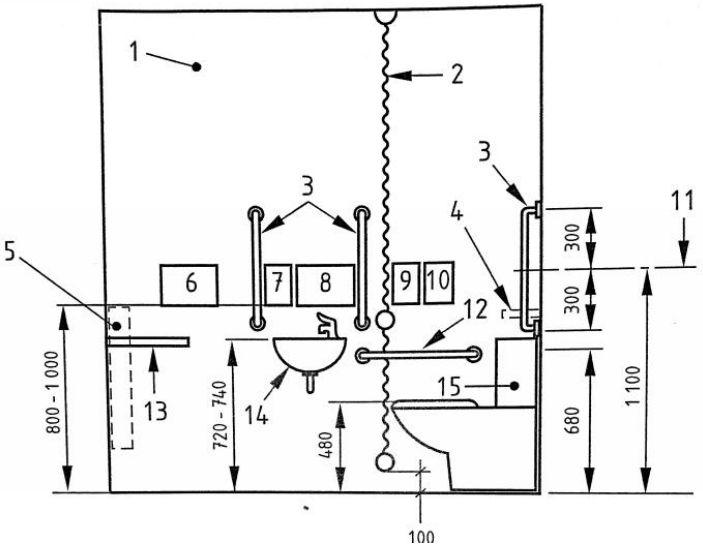
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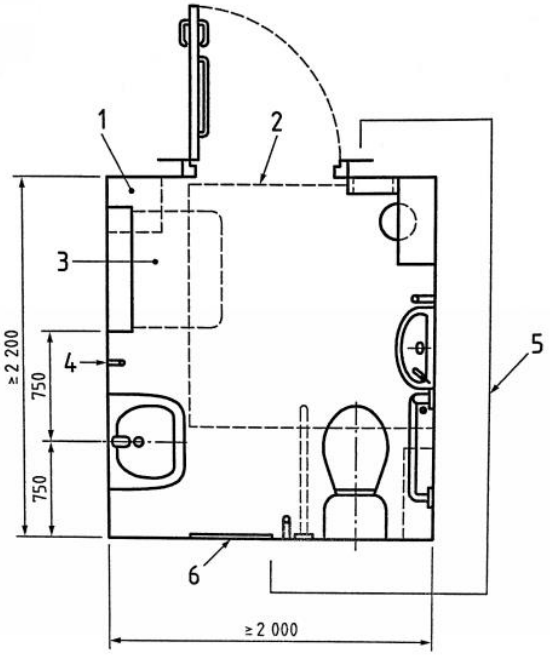
720 - 740
480
680
1 100
100


1
2
3
4
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6
≥ 2 200
750
750
≥ 2 000

- Where there are no privacy dividers between urinals in a stall, vertical grabrails should be provided on either side of each urinal.

- In wheelchair-accessible washrooms, provide at least one lower-level urinal with grabrails (*see Figure 10*).

- Urinals should contrast in colour, tone and luminance (degree of reflection) with the wall. This is preferable to having to feel for the urinal.

A new design of female urinal being marketed currently may be of use to users who cannot bend their knees, but this has not yet been tested in practice by a significant number of disabled women.

Shy bladder syndrome

'Shy bladder syndrome' (or avoidant paruresis) describes an anxiety disorder where a person finds it difficult or impossible to urinate in the presence (real or perceived) of another person. The degree of severity will depend both on the individual man or woman concerned and also on the WC environment. Nine out of ten people with shy bladder syndrome are men, largely due to the convention of the male urinal.

A significant proportion of men find open-plan, trough-like urinals with no dividers difficult to use and may be forced to resort to using cubicles, which causes further embarrassment and increased anxiety. The UK Paruresis Association (UKPA) guidelines stress principles of design that can reduce anxiety, including:

- **layout of urinal areas** consider providing: adequate space (to avoid overcrowding); 1000mm between urinals; use of partitioning between the urinal area and the washbasin/hand dryer area so as to prevent men in the latter area being able to view the urinals; and adequate screening of the urinals from the entry door

- **'line of sight' privacy** screens between urinals prevent other users (both next-urinal users and other men in the room) from seeing whether or not the person is urinating. As a minimum, screens should be from approximately shoulder-height down to knee-height, but preferably head-height to improve the feeling of personal space. Where light is an issue, frosted panels may be used

- use of background music or sea sounds is preferred to 'unnatural' silence

See also case study on p 33. For more information on paruresis, contact UKPA (see *Organisations*) or see website www.shybladder.org.uk

Case study

Wetherspoon, Macclesfield

This recent refurbishment of a Wetherspoon pub in Macclesfield illustrates many features of good design for people with shy bladder syndrome (see p 32) in the male WC area.

On entering the room, urinals are not visible

Dividers between urinals

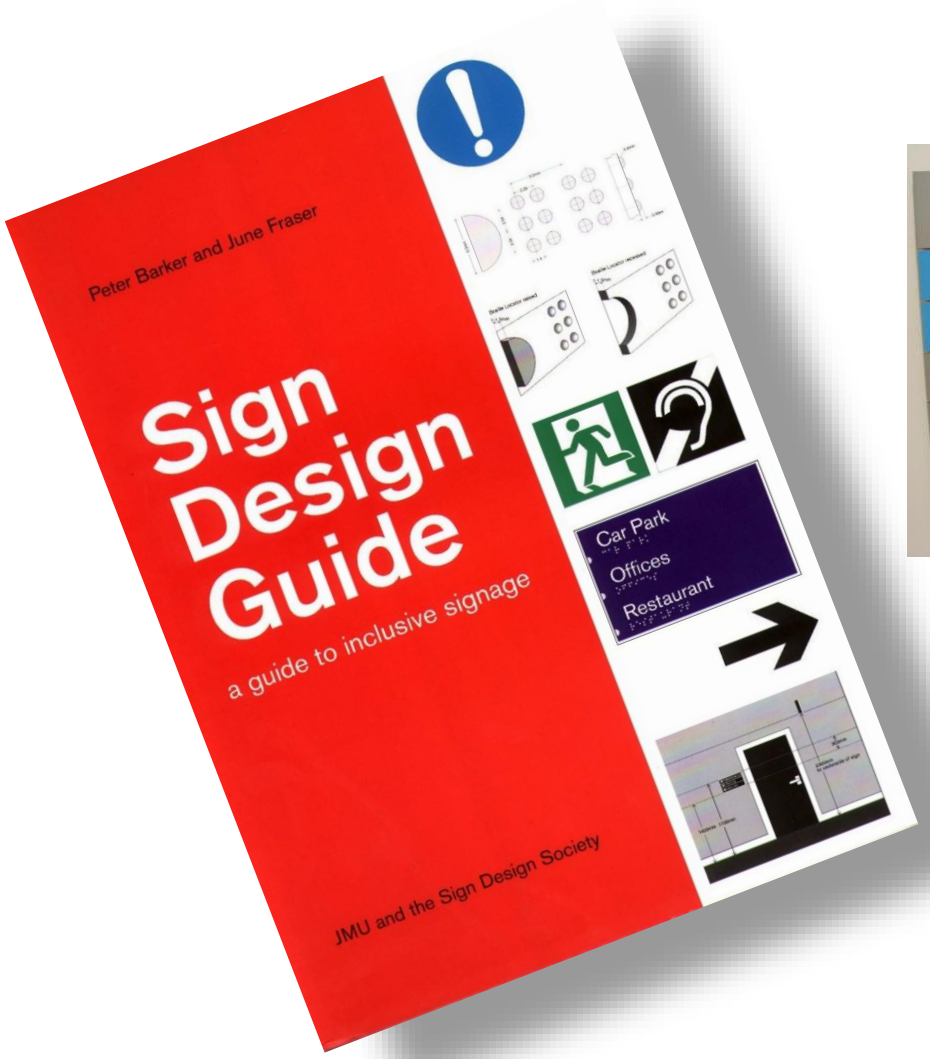
Screen separates urinal area from basins. When standing at a urinal, there is no-one directly behind user

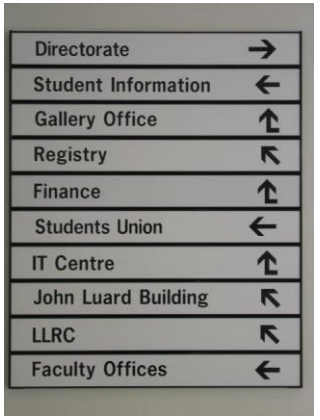
Urinals are out of view from the basins

Floor 3 North
8
7
6.5
6
5.5
5
4
3
2
G
LG

0
-1
-2
2P 3P 4P
CCC
Pure.
Multikino

Wheelchair Access Meeting
(Please take the stairs to LGF1)





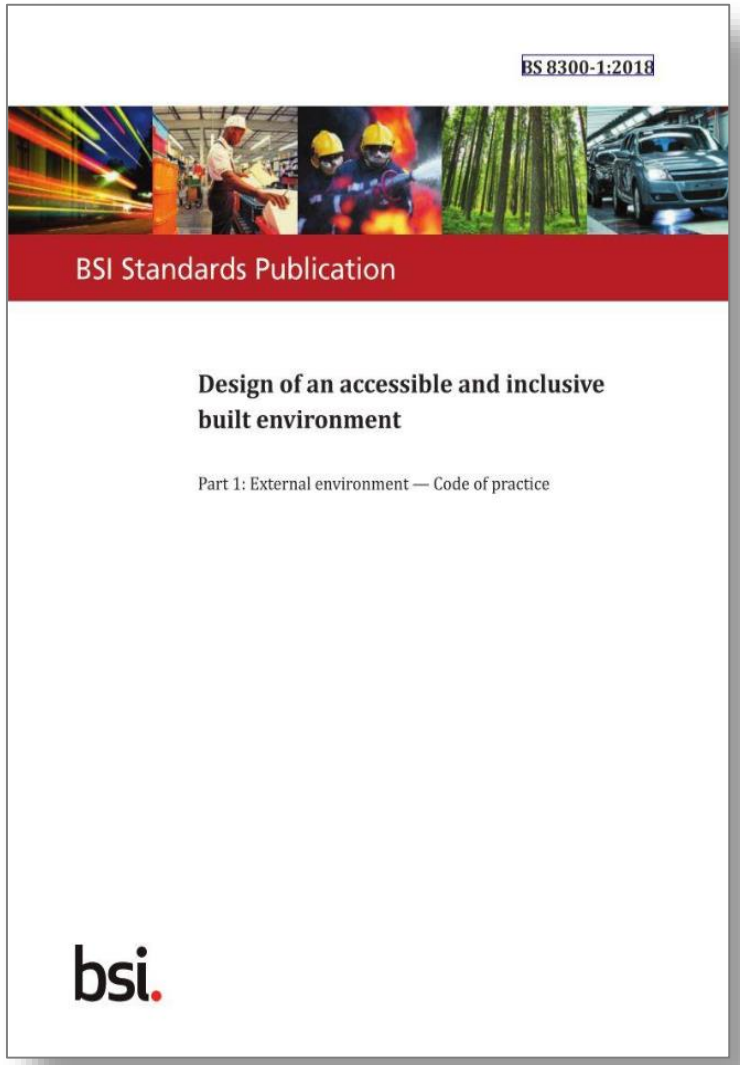
A selection of sans serif typefaces. The letter O should be almost round and the letter thickness should be consistent; neither too heavy nor too thin

Arial	123456789
Avant Garde	123456789
Futura	**123456789**
Helvetica	**123456789**

Some of the most legible serifed typefaces. Look at the numerals too, to see if they are clear and consistent

Baskerville	123456789
Bembo	123456789
Century Schoolbook	**123456789**
Sabon	123456789

Development & Planning Authority
Guernsey Technical Standard
Access to and use of buildings
The Building (Guernsey) Regulations, 2012
M
M1 Access and use
M2 Access to extensions to buildings other
Designing for Accessibility
2012 Edition
RIBA Publishing
Department for Transport
Inclusive Mobility
A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure
December 2021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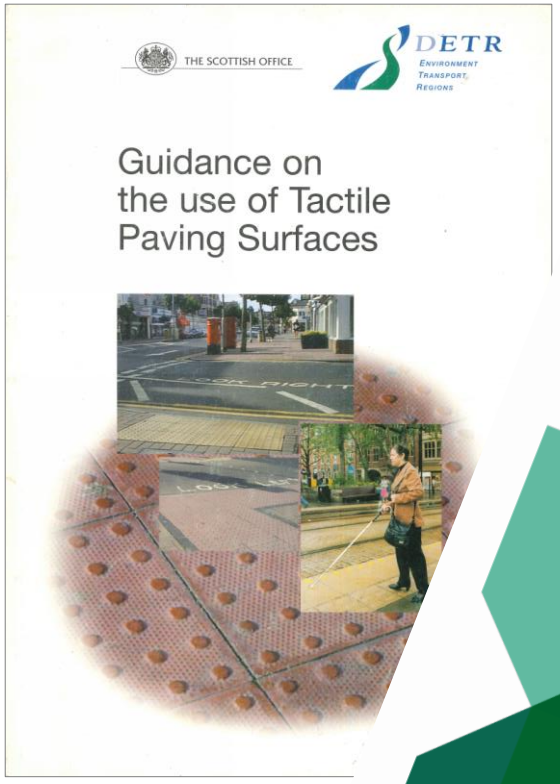
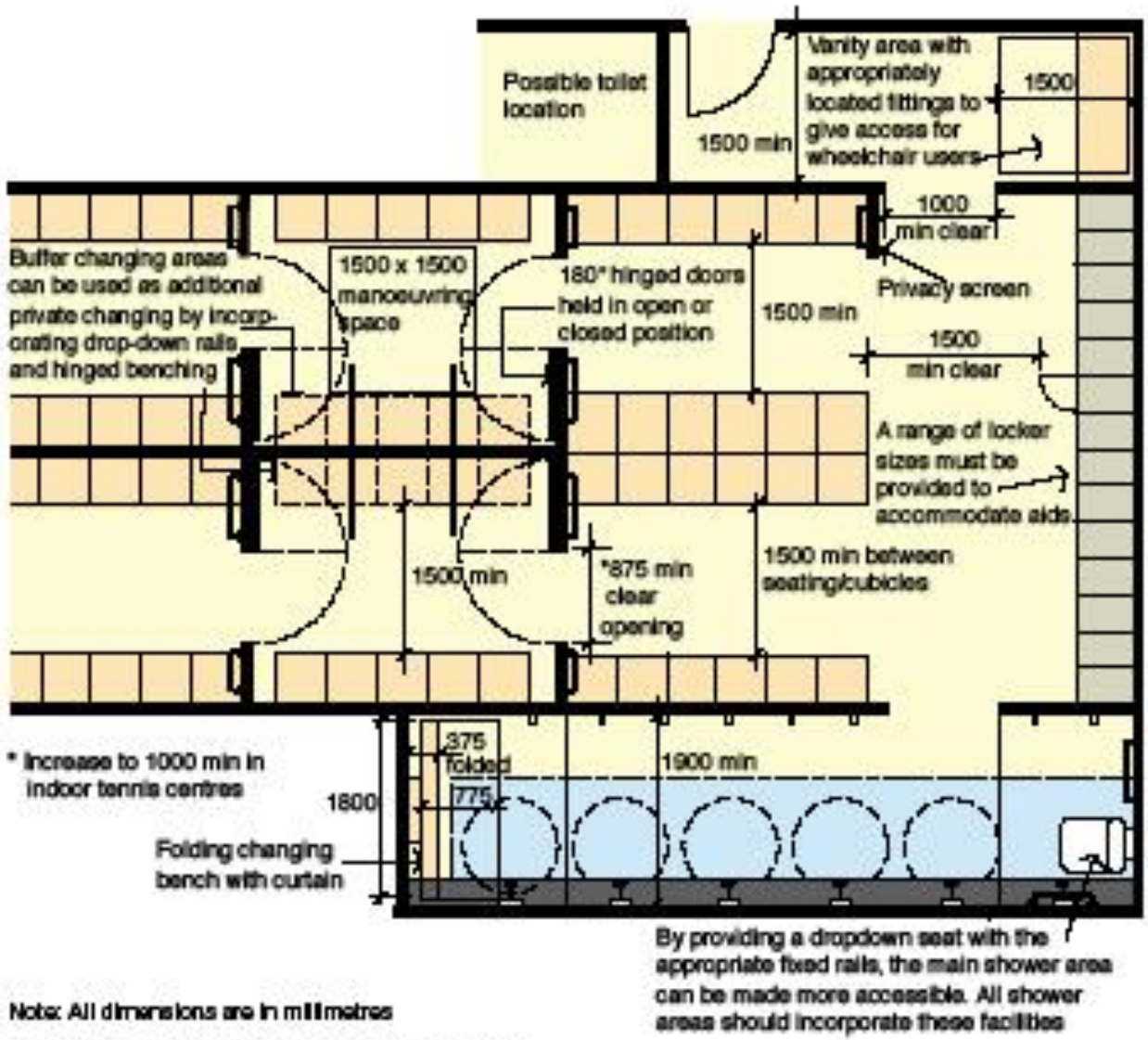


Department for Transport

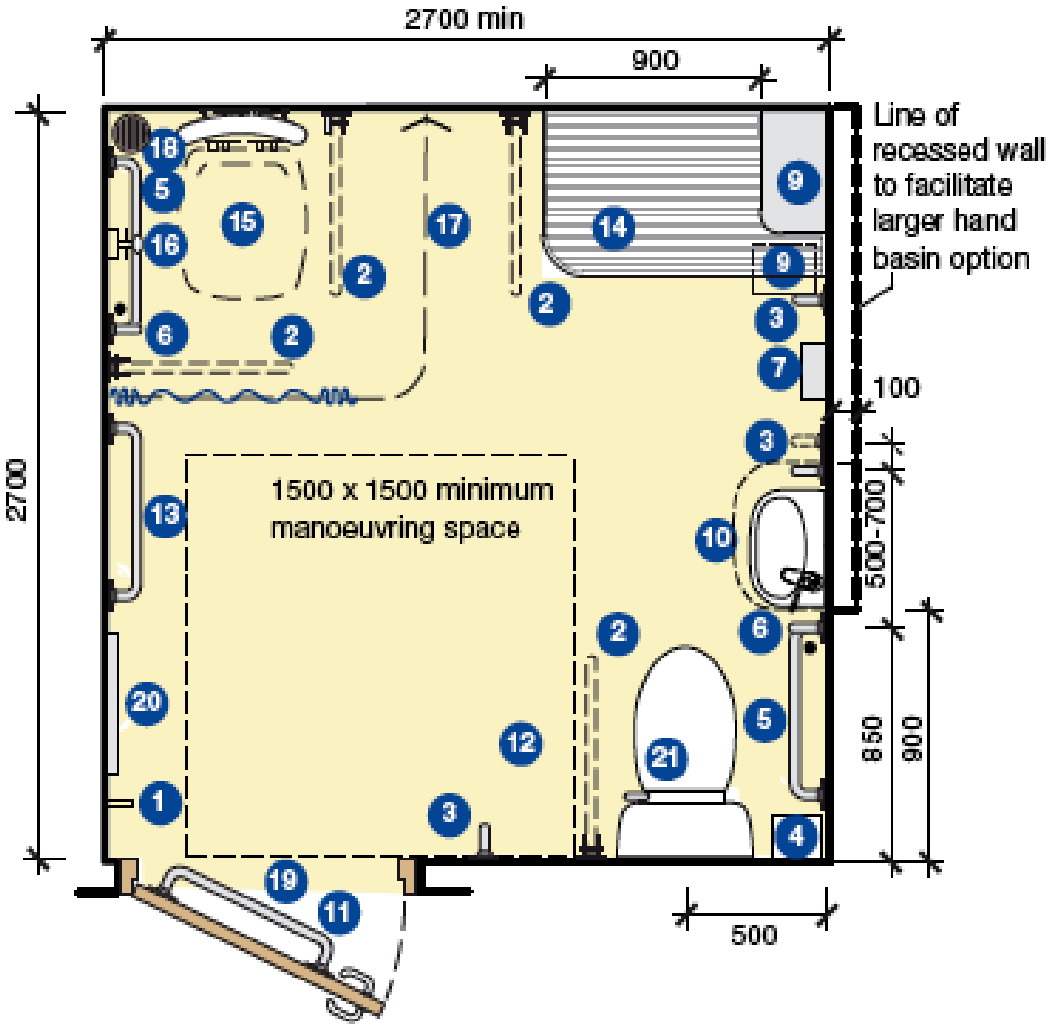
Guidance on the Use of Tactile Paving Surfaces

December 2021



Note: All dimensions are in millimetres

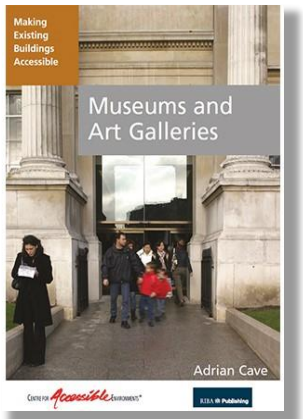
Figure 15 Accessible Group Changing Facilities

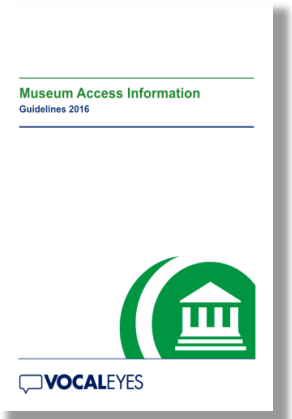


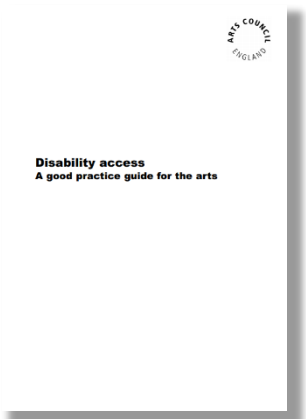
Note: All dimensions are in millimetres

Figure 17 Unisex accessible changing room with fixed changing bench seat

ONLINE VERSION
HM Government
The Building Regulations 2010
Access to and use of buildings
APPROVED DOCUMENT
M
VOLUME 2 – BUILDINGS OTHER THAN DWELLINGS
M1 Access and use of buildings other than dwellings
M2 Access to extensions to buildings other than dwellings
M3 Sanitary conveniences in extensions to buildings other than dwellings
2015 edition
For use in England*
ONLINE VERSION


Making Existing Buildings Accessible
Museums and Art Galleries
Adrian Cave
Centre for Accessible Environments
RIBA Publishing


Museum Access Information
Guidelines 2016
VOCALEYES


ARTS COUNCIL ENGLAND
Disability access
A good practice guide for the arts

BS 8300-1:2018
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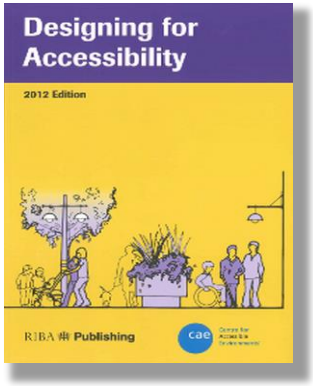
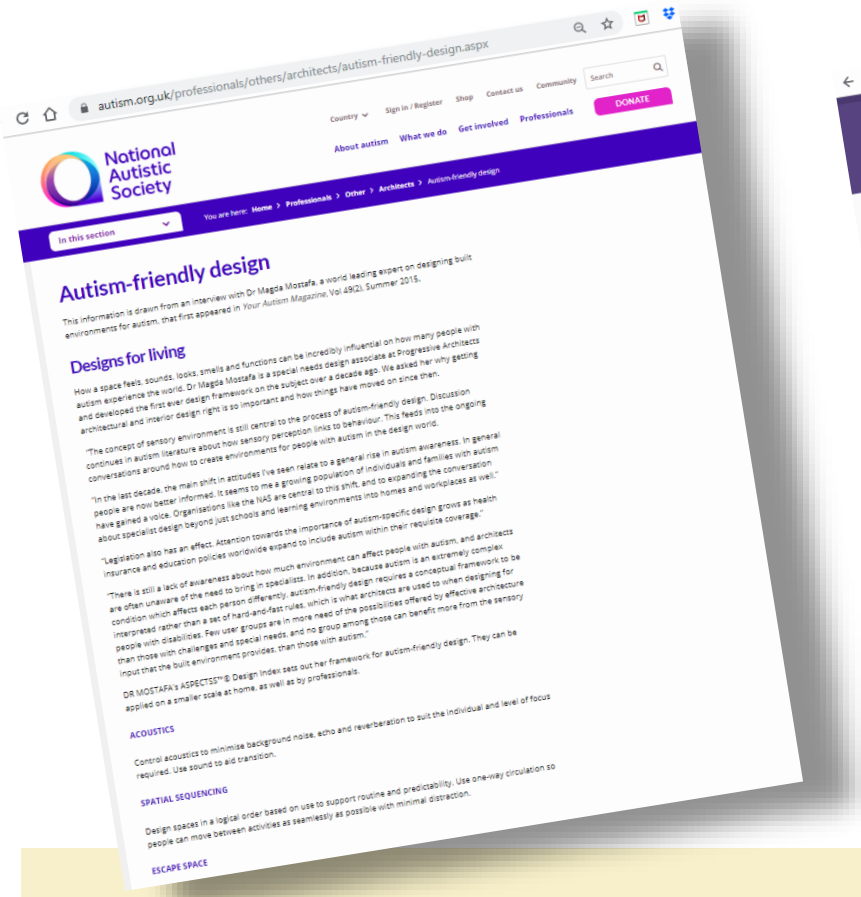
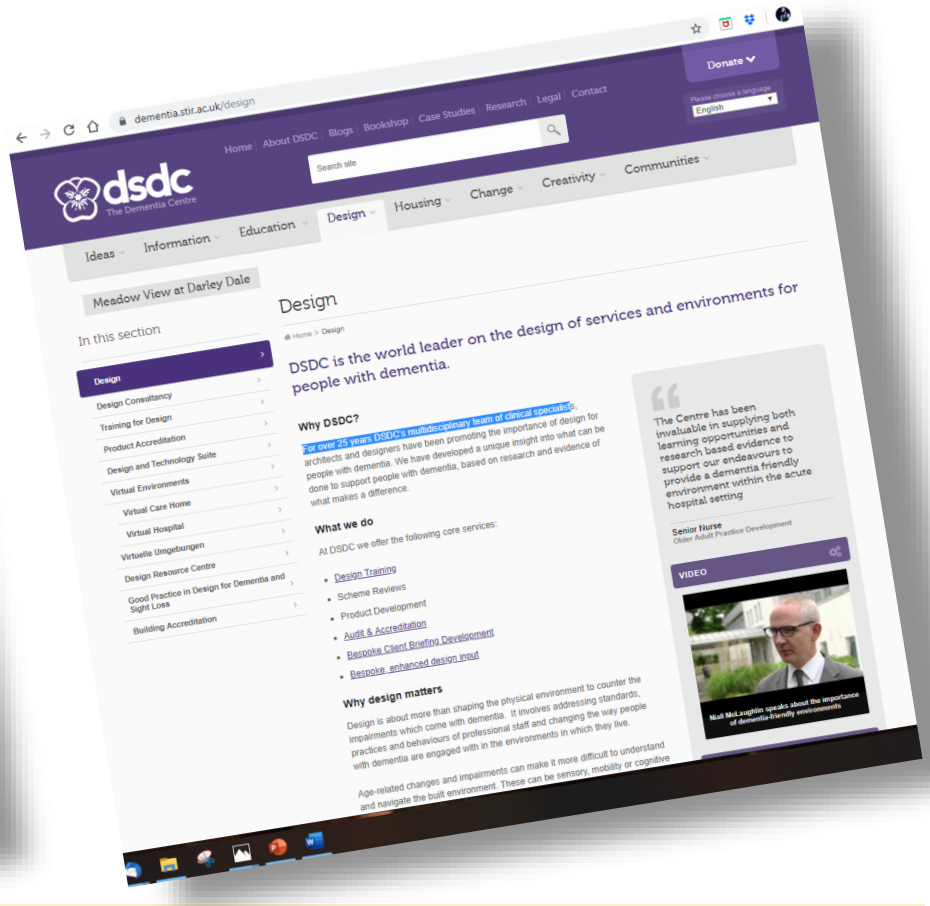

Designing for Accessibility
2012 Edition
RIBA Publishing
cae

NMS
National Museums of Scotland
Exhibitions for All
A practical guide to designing inclusive exhibitions
General and Physical Access
entrances, doors, ramps, stairs, signs, orientation, exhibition planning, seating, exits and escape provision
Communication and Display
showcase displays, interactive exhibits, writing text for exhibition graphics and labels, word counts, positioning labels, layout, pictures, typography, publicity materials, using plain english, type sizes, symbols, paper and printing, alternative formats
Audio Visual Presentations
audio visuals, subtitle production
Lighting
entrances, main routes, display lighting, light levels
Further Information
the law, voluntary guidelines, useful reading

National Autistic Society

dsdc The Dementia Centre





BUILDING BULLETIN 102
Designing for disabled children and children with special educational needs
Guidance for mainstream and special schools
INCLUSIVE DESIGN STANDARDS
MAY 2019
Global Disability Innovation Hub
QUEEN ELIZABETH OLYMPIC PARK
LONDON LEGACY DEVELOPMENT CORPORATION
Environmental Access Standards
September 2011
BRISTOL CITY COUNCIL

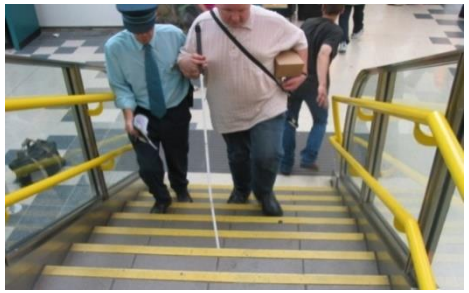
Design Guidance exercise

Means of Escape for Disabled People

Access consultant / auditor
vs
Fire officer / engineer

Who may have these needs?

- Wheelchair users
- People with hearing impairments
- People with visual impairments
- People with limited mobility
- People with learning / cognitive impairments
- People with heart condition / respiratory difficulties
- People with epilepsy

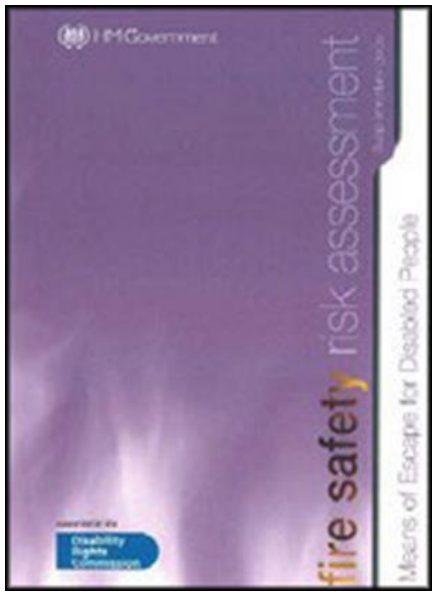


Guidance

- Fire Safety Order 2005
- Part B Building Regulations
- BS 9999 Code of Practice
- Personal Emergency Egress Plan

Regulatory Reform (Fire Safety) Order

"Means of escape for disabled people"



The 'responsible person' :

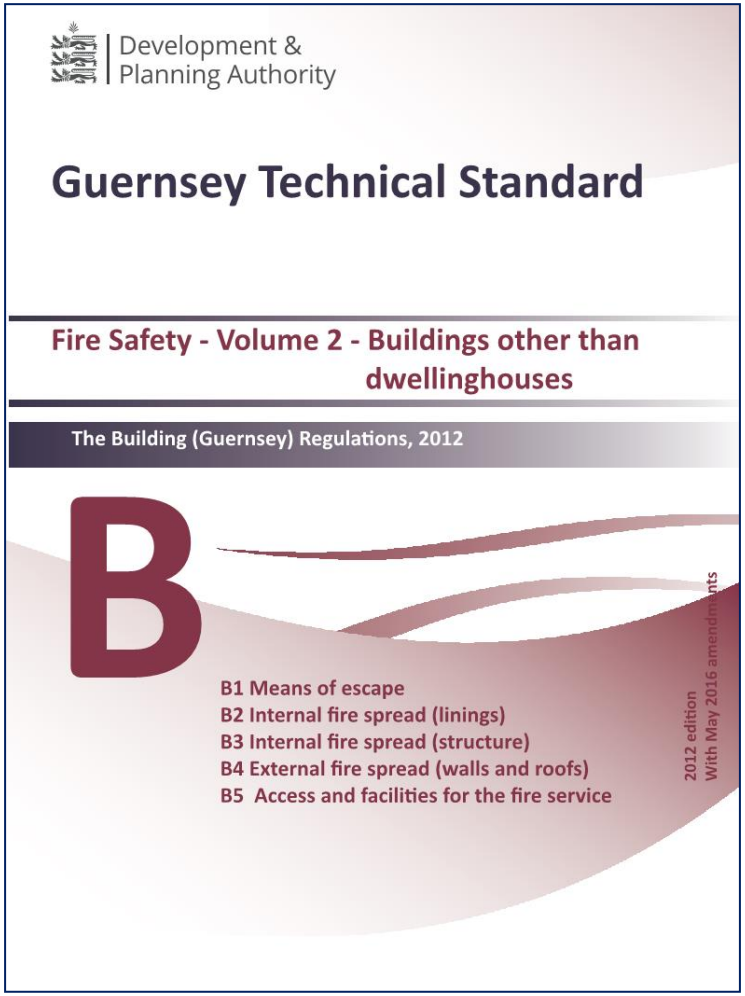
- Carry out and regularly review a fire risk assessment of the premises
- Tell staff about the risks you've identified
- Put in place, and maintain, adequate and appropriate fire safety measures and strategies
- Develop plans for an emergency
- Provide staff information, fire safety instruction and training

Part B

2012 (2016 amendments)

Includes detailed guidance includes:

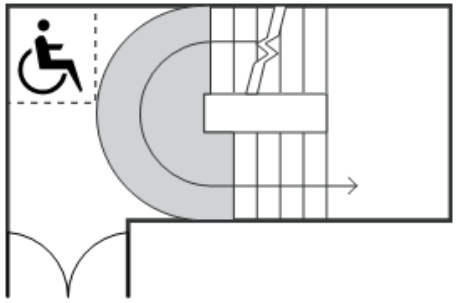
- Refuges
- Alarm systems
- Exits
- Ramps and steps



Refuges

Diagram 21 **Refuge formed in a protected stairway**

See para 4.8



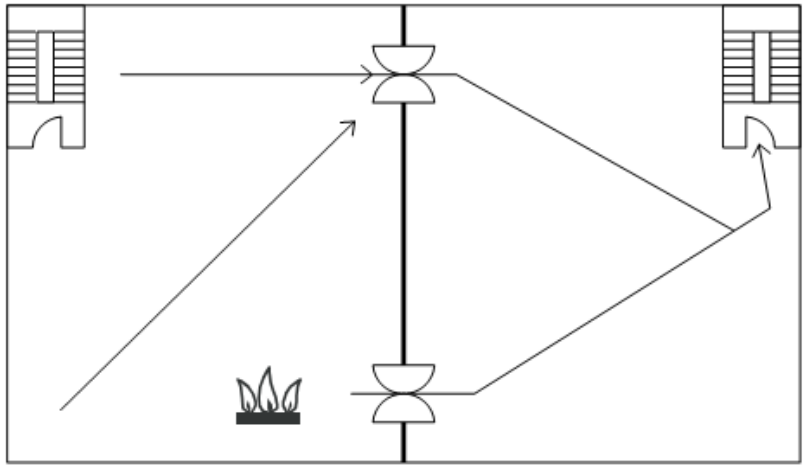
Provision where access to the wheelchair space is counter to the access flow within the stairway

Wheelchair space

Occupied by escape flow

Diagram 20 **Refuge formed by compartmentation**

See para 4.8



Storey divided into two refuges by compartment wall (stairways not provided with wheelchair space).

Note: Persons occupying the left-hand compartment would not reach a refuge until they had entered the right-hand compartment. Two doorsets in the partition are necessary in case access to one of the doorsets is blocked by fire.

Discrimination Legislation??

In UK, many disabled people used to be refused entry on the grounds they ‘constituted a fire hazard’

Refusal of entry on these grounds is likely to be unlawful under the Equality Act

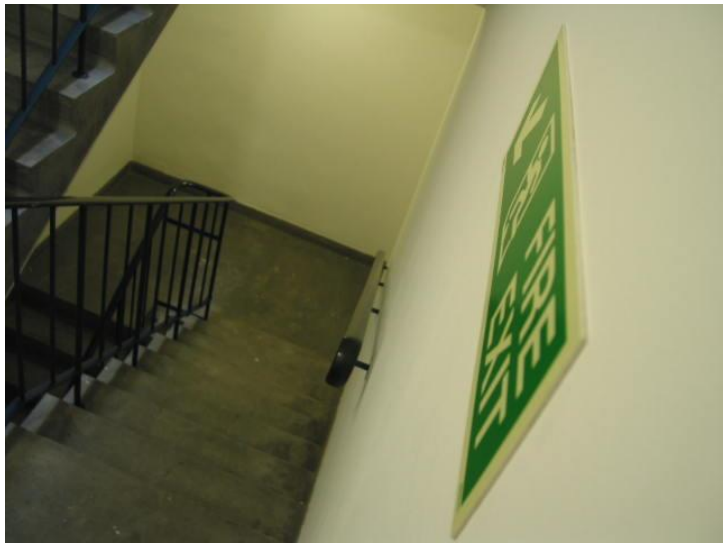
‘Reasonable’ provision for safe evacuation in an emergency should be made

What can we recommend?

- Review of means of escape for disabled people
- Risk assessment carried out or **reviewed**
- The overriding intention:
- *To allow disabled people to escape, outside and away from danger independently, in the same way as everyone else*

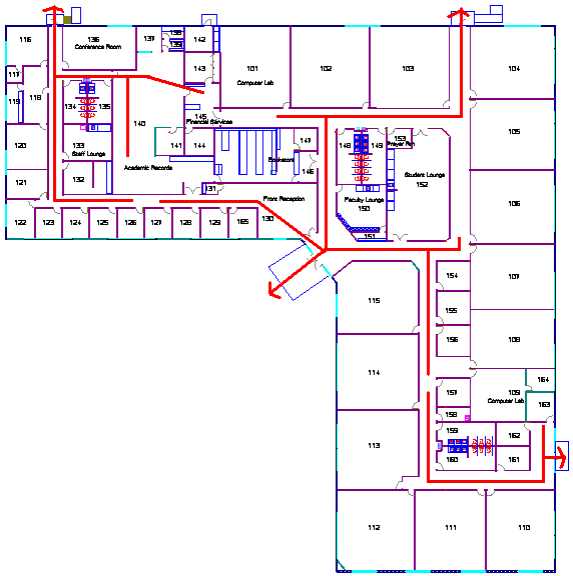
What can we recommend?

Physical measures



What can we recommend?

Management / procedure measures



- Do not attempt to be the expert
- Refer to fire safety consultants

Access Auditing and inclusive design

Day 2

Access Auditing

What is an access audit?

An access audit is a means of:

- Examining the accessibility and ‘usability’ of services and facilities against predetermined criteria

- Identifying physical barriers and considering means of eliminating or mitigating them

Why audit?

- Planning requirements
- Building Regulations application for existing premises
- Disability and Inclusion Strategy
- Company policy
- Public relations / company image
- Funding criteria
- Complaint

The audit

A ‘journey’ to, into, through and out of the building considering the use of all the facilities and services by a range of people:

- Visual impairment
- Wheelchair users
- Hearing impairment
- Mobility impairments

Consider all users: service users, employees, visitors and students or pupils and so on

Preparing for an audit

- Question client – reason for, occupancy and so on
- Check website
- Leaflets
- Call helplines
- Study plans and available information
- Plan routes carefully
- Identify key facilities, activities and services
- Identify repetitive elements where standardised checklists can be used

What do you audit - premises and facilities

- Physical aspects of the building and its environment ‘use’ of the building
- Alternative provision for access to premises, facilities and services
- Building management issues

What do you audit - provision of services

- Procedures and practices for providing services
- Staff awareness and training
- Publicity, information, websites
- Company ethos, existing and future policy

The audit ‘journey’

Physical aspects of the buildings and its environment:

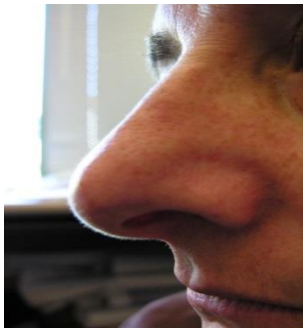
- Vehicular / pedestrian approach and parking
- External signage and wayfinding
- Entrances
- Reception and communication systems
- Horizontal and vertical circulation
- Internal signage and wayfinding
- Sanitary provision
- Main facilities and activity rooms
- Means of escape

Audit equipment

- Tape measure
- gradient level
- spring balance or pressure gauge
- light meter
- camera

Subjective observations

- Wayfinding, signage and information
- Colour and contrast
- Lighting: provision and levels
- Glare and reflection
- Acoustic environment
- Olfactory features
- General building use
- Management and staff



Management considerations

- Accessible parking spaces
- Alternative provision of facilities and services
- Management of use of spaces
- Cleaning
- Maintenance - lifts, automatic doors, lighting
- Checks hearing enhancement systems
- Procedures for response to assistance alarms
- Staff training

Remember

- An audit is a snapshot
- Not all issues are covered in design guidance
- Good practice is continually developing
- Individual needs may not be met by guidance
- Legislation and standards evolving

Questions

Audit Reports

Report types

Range of reports depending on circumstances…

- full audit
- overview
- walk and talk

Narrative report

15: Internal surfaces

The internal decorations and surface treatment of the existing building have been well selected to suit a wide range of users and to provide an attractive environment. The floors are smooth and non-slip (carpet and vinyl) and generally contrast well with the wall surfaces. The only section of flooring that is poorly designed is the vinyl to the main hall area which is light in colour and causes a lot of reflection from the side windows. A darker floor to this area would reduce the reflection and improve visibility within the hall area. The junctions of different flooring materials are bridged with suitable metal threshold strips, thereby reducing the potential for tripping hazards.

As areas within the building are redecorated, care should be taken to ensure that wall and floor surfaces contrast in colour and that any fixtures and fittings, doorways, etc, also contrast with surrounding surfaces. This will ensure that people with visual impairments are able to distinguish surfaces and furniture and therefore to safely move around the building independently. Bold patterns should be avoided to walls and floors as they can give the illusion of changes in level or steps in the wall. A carefully designed interior environment with good colour selection will create an attractive venue for all users.

Summary of recommendations:

- If the opportunity arises, the vinyl flooring to the main hall should be replaced with a darker colour to reduce reflection.
- When redecoration of the centre or individual rooms is undertaken, care should be taken to maximise the colour and tonal contrast between all surfaces.

Tabular report

Ref. No.	Building Feature	Description of existing feature	Suggestions to improve access	Cost band	Priority	Category
6.0	**Library facilities**					
6.1	Access – general	There are two single doors from the lobby into the library – one is marked 'in' and the other 'out'. The signs indicating 'in' and 'out' are not readily identifiable and some visitors were observed leaving the library via the 'in' door.	The signage indicating the route of access and egress is recommended to be replaced and positioned where it is clearly visible.	A	3	B
6.2	Access – door 'in'	Access into the main lending library is via a single door from the ground floor foyer / lobby (figure 12). The door has a clear opening width of 820mm and opens into the library. The door leaf is dark timber and is set in a dark timber glazed screen. The door leaf is not easily differentiated from the adjacent screen.	The door opening arrangement, width and upper and lower glazing are all considered adequate. It is recommended that the door leaf is differentiated from the adjacent glazed screen so that the position of the door is easily recognisable. This could be achieved by redecorating either the door leaf or the frame (preferable) with a contrasting colour.	A	3	B

Tabular reports

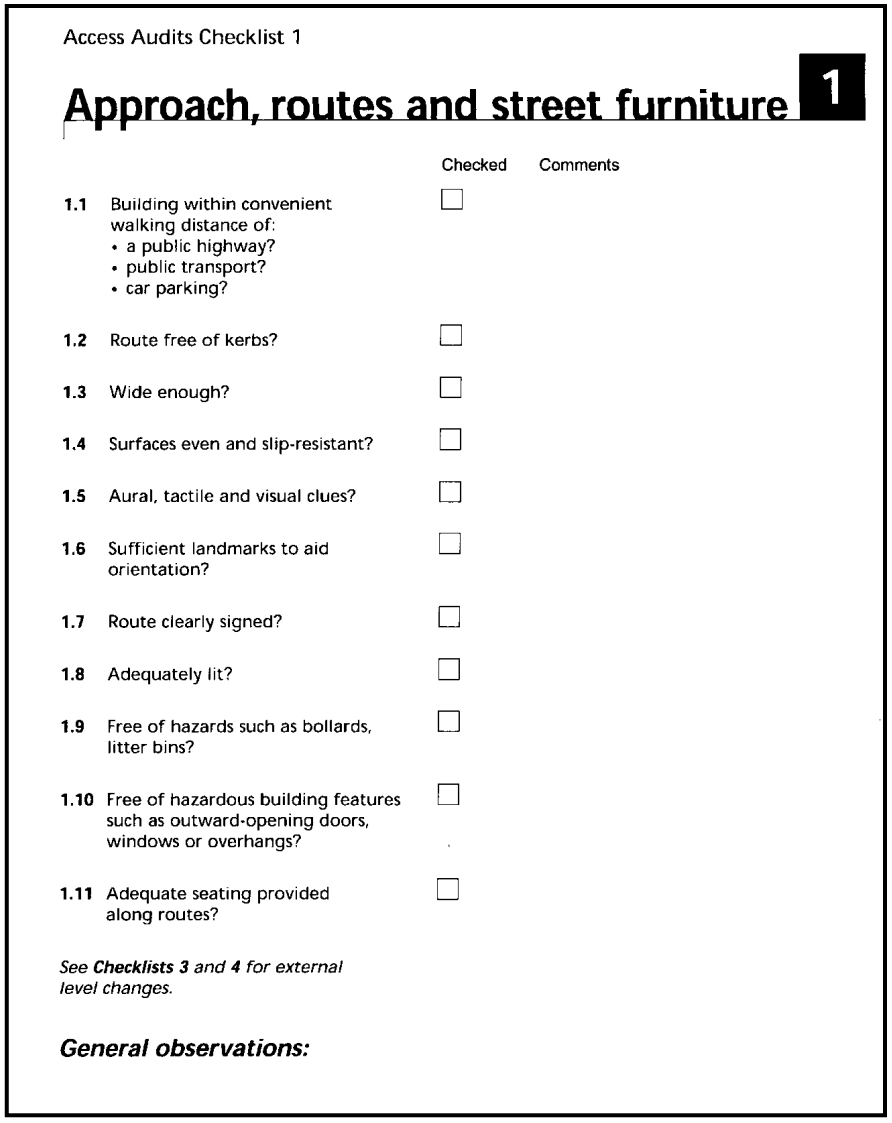
Report style:

- text more succinct
- template prepared in advance and used on site to record data
- can be imported into a client's database

Suitable for larger buildings and where information needs to be extracted easily

Checklists

Checklists are regarded as an auditing ‘tool’ and should not be used in isolation as report format



Access Audits Checklist 1

Approach, routes and street furniture 1

		Checked	Comments
1.1	Building within convenient walking distance of: • a public highway? • public transport? • car parking?	☐	
1.2	Route free of kerbs?	☐	
1.3	Wide enough?	☐	
1.4	Surfaces even and slip-resistant?	☐	
1.5	Aural, tactile and visual clues?	☐	
1.6	Sufficient landmarks to aid orientation?	☐	
1.7	Route clearly signed?	☐	
1.8	Adequately lit?	☐	
1.9	Free of hazards such as bollards, litter bins?	☐	
1.10	Free of hazardous building features such as outward-opening doors, windows or overhangs?	☐	
1.11	Adequate seating provided along routes?	☐	

*See **Checklists 3** and **4** for external level changes.*

General observations:

Report contents

Introduction

- building name, address, audit date, auditor
- scope of audit
- criteria for assessment
- consultation with building users/managers
- legislation
- disclaimer

Report contents

- consistent format throughout
- identify the building feature or area
- record current situation ‘measure and observe’
- set out corresponding recommendations
- priority ratings, categories, cost bands etc

Access audit - recommendations

‘Start high and work down’

Consider Code of Practice guidance:

- remove the feature
- alter the feature
- provide a reasonable means of avoiding it
- provide the service by a reasonable alternative method

Access audit - recommendations

More than one way of overcoming a barrier

Report can set out several options for client to consider

Also short and long-term adjustments

Entrance ramp

Item	Element/issue	Current situation	Recommendations/comments	Action
1.0	**Approach and entrance**			
1.2	Entrance ramp	This entrance approach is too steep at 1:6 for a length of 1630mm for wheelchair users and may be difficult for people with mobility impairments. There is no level landing (1200mm deep) at the top for resting. The ramp is adequately wide at 1420mm wide between the pillars at the entrance. There are no functional handrails though there is a horizontal balustrade to both sides set at 1120mm high. The railing is unsuitable, as it does not follow the slope of the ramp, it is too high (900mm high is recommended), the square section of the rail (50mm x 50mm) is difficult to grasp. There is also no weather protection over the door as is best practice for a manually opening door. The slope is visually differentiated in pale ceramic tiles, and handrails visually contrast as well which meets recommended good practice.		

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			It is recommended that suitable 45mm diameter handrails are provided to both sides of the ramp set at 900-1000mm to AD M guidance standards (section 1.34 – 1.37)	M
			Consider automating the entrance door, for ease of access and to reduce the need for weather protection above.	

What is reasonable?

Recommendations:

- practical improvements where ‘good practice’ not possible
- rethink use of spaces
- make services available by alternative methods
- maintenance and management procedures
- user consultation / involvement
- staff awareness

Accessible WC

Accessible WC 	The size of the compartment is adequate at 1500mm x 2200mm with generally suitable fixtures and fittings. Lever tap provided to the basin. Good visual contrast of fittings and background. There is a flush button rather than lever though the button protrudes and is reasonably easy to use with a closed fist or elbow. The following issues were noted: 1. The WC pan is set too far back protruding only 530mm from the wall (rather than recommended 750mm) 2. The basin is located to far out of reach from the WC pan at 250mm. 3. Vertical rail and side horizontal rail missing 4. There is a bin obstructing the transfer space. 5. The light switch is at a suitable height of 1100mm but has no visual contrast. 6. There is no shelf provided. 7. The mirror is set above the washbasin and is too high at 1000mm height. 8. The alarm is correctly positioned and in working order, but there is no grip bangle at floor at low level. 9. The alarm reset button is at 900mm but cannot be reached from the pan. 10. The soap is in a loose container, which may be difficult for someone with dexterity impairments. Now hand drying facility adjacent to WC		

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Language

When setting out recommendations, avoid terms such as…

- ‘should’
- ‘must’
- ‘compliance’ or ‘comply’
- ‘fail to meet Discrimination Ordinance standards’
- ‘fully accessible’
- ‘not accessible to disabled people’

Access audit – use of language

Use terms such as:

‘ Recommend’

‘Consider’

‘Investigate’

‘Current good practice guidance suggests..’

‘GTS M guidance recommends…’

Access audit – legal position

Is an access audit report a legal document?

Is it likely to be used in court if a case of alleged discrimination occurs?

Summary

Audit report should include:

- Policies, procedures and practices
- Equipment and auxiliary aids
- The physical environment

Report should consider

- Short term / temporary solutions as well as long term

Audit should recognise that

- Access is an ongoing duty

Action planning

Access audit reports can be large documents

- break down the information
- allow information to be extracted

This can help ensure that things happen!

Action planning

Priority	1	2	3				
Cost	H	M	L				
Category	B	Mg	Mt	S	I	T	O

Language

The Act requires ‘reasonable adjustments’ in attitude and behavior - for social inclusion

Language which perpetuates separateness and apartness does not serve this objective

‘special needs’ - needs are only special if they are not met

Language – right or wrong

- Disabled people
- People with disabilities
- Handicapped
- The blind
- Disabled parking
- Wheelchair bound
- People with hearing impairments
- Deaf people
- The deaf community
- Hard of hearing
- Ambulant disabled
- Mobility impaired
- Disabled toilet
- DDA toilet
- Wheelchair accessible WC
- Autistic
- Aspie
- Neurodiverse
- Epileptic
- Normal
- Able bodied
- Non - disabled

Language matters

Language is important

It is not about political correctness

It is about **respect**

CAE training

- Fire safety & disability
- Neurodiversity and wellbeing
- Reading & using plans
- Accessible housing
- Bespoke courses

Making a difference?