

Social Sustainability Toolkit: inclusive design

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Section I: Introduction

Within a successful society the implementation of equality and diversity is not seen as an add-on, but something integral to the effective working of any project.

Who is the Toolkit aimed at?

It is aimed at built environment professionals and all those involved in the commissioning, planning, design, construction and evaluation of capital build projects.

What is the Toolkit's Purpose?

This Toolkit is designed to support equality and diversity at all stages of the design and construction process for capital builds, from initial plans through to completion and building use. While the focus is on inclusive design and capital projects the principles and approaches are relevant to all types of building projects.

The Toolkit is designed to make a complex set of requirements as straightforward as possible. Working through it will help fulfil statutory obligations and ensure a high quality, fully accessible capital build.

The aim of the Toolkit is to integrate equality and diversity within the planning and design processes and to use tools that dovetail with existing statutory or legislative requirements within capital developments.

What will it do?

The toolkit will provide:

- guidance through the thought process and checks necessary to ensure an inclusive capital build
- supporting information for projects applying for public or other sector funding to demonstrate compliance with equality and diversity principles
- supporting evidence for an equality impact assessment that may be required for public funding bodies
- reassurance to external partner bodies that inclusive design has been fully considered
- assistance with the Planning and Building Control process
- sustained focus on social sustainability issues throughout the project, adding value and quality to the end result

Why should capital builds be inclusive?

There are real benefits of delivering inclusive environments, they suit a wider range of people and are therefore a more sustainable investment.

The main benefits are:

- a building that meets and exceeds legal requirements, is fully accessible and of high quality – this will appeal to a wider market

- cost versus benefit – more effective use of resources and less wastage from temporary measures or “retro-fitting”
- all tenants / customers / staff who use the building should have their particular needs catered for
- positive organisational reputation which leads to increased customer numbers from new audiences and increased repeat customers – organisation is recognised for its commitment to delivering quality service and respecting the needs of tenants / customers and staff
- greater diversity of people employed – attracts range of people with new and fresh ideas who can bring innovation to the organisation
- improved tenants / customers / staff satisfaction – better quality of experience, loyalty of staff and improved service delivery for all

How does it work?

The Toolkit follows the RIBA stages of work for the Design and Construction Process and leads you through the access elements of each stage.

It links with existing evaluation systems like BREEAM and takes legislative requirements such as the Building Regulations, the Disability Discrimination Act (DDA) and other equality good practice as a bottom line of provision.

The Toolkit is in two parts:

Crib Sheet (Section 2)

The Crib Sheet is designed as a prompt to highlight inclusive design issues that should be addressed within the capital build. It also provides information to feed the content of access statements and offers a means of recording how issues have been addressed.

Not all questions in the Crib Sheet will be relevant to every capital build – the form is designed to make it as easy as possible to identify those that are relevant in each area.

The Crib Sheet should be used at the initial stages and can be updated throughout the development of the capital build.

Access Statements (Section 3)

Access Statements are a means of recording information on inclusive design aspects at each stage of the design and construction process. The Crib Sheet should help inform the different stages of the Access Statements. Access templates provided in the Toolkit enable you to record the information in a way that dovetails with the requirements of existing evaluation or statutory systems.

The Access Statements are valuable at all stages of a project. It is recommended that they are used throughout the whole process as a way of demonstrating best practice.

So what's it all about?

What is equality and diversity?

Equality is about treating people according to their needs and ensuring they have equal access to facilities and services. Diversity is about recognising that everyone is different.

What is inclusive design?

Inclusive design integrates equality and diversity in the design process. Inclusively designed buildings and places can be used and enjoyed, regardless of age, ability or circumstance.

Applying an inclusive approach to all stages of planning, design and construction will ensure that developments most closely meet the needs of the people they were designed for, and that flexibility is built into the building from the outset.

There are legal obligations for employers and service providers to make reasonable adjustments to improve access for disabled people. It is easier to address these issues in the initial concept and design, than to retrofit and incur greater cost at a later date.

This Toolkit encourages projects to develop best practice in inclusive design - this means exceeding baseline legislative requirements wherever possible.

Making it happen

The principles of equality and diversity through inclusive design must apply to every capital build project. However the timing and scale of involvement of access experts, consultants and champions should be appropriate to the scale of the project. Resource planning should include adequate budgetary resources to cover engagement of access professionals, training and appropriate consultation with specialist groups. It is inappropriate to expect local disability or access groups to provide access expertise without providing financial contribution for time and expenses.

During the capital build process, it is useful to identify a key individual who will consistently take a lead role in Equality and Diversity - this is often referred to as an Access Champion. Larger projects can find it useful to set up a steering group with an Equality and Diversity focus.

Investing in training in equality and diversity issues is important, particularly in the early stages of project development.

Section 2: Crib Sheet

Questions to consider

This section is designed to accompany the Access Statements in section 3 and to provide a series of questions covering the range of inclusive design issues that need to be considered. While not all the questions will relate to all the Statements we advise using the complete list to ensure all the relevant areas are covered and consistent throughout the Statements.

Please note the crib list does not include specifications and instead refers to Part M as the only standards that are legally recognised. Please complete sections that are relevant to your project.

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	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
I Site and Management Context				
Site levels and orientation – have you considered existing and finished floor and ground levels and orientation to maximise accessibility throughout? (Creative thinking that best serves these aspects can result in cost savings, e.g. through reduced cut and fill)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Linking indoors and outdoors – have you maximised opportunities to connect indoor and outdoor designs, both in terms of how the indoor and outdoor environments link together in practice and by integrating the building and landscape design processes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Community consultation – are you involving groups to help address equality & diversity issues, e.g. access groups, resident associations, local interest groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lone-working – how do the emergency and general management strategies impact on lone working? E.g. alarms and use of refuges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Information provision – if building and green transport information is to be published on the Internet, are websites accessible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
Recycling and refuge facilities – are they located in areas that are accessible and easy to use by everyone?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2 Transport				
Are there links with accessible public transport routes, car share schemes, community transport & green transport?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does on-site transport include easy-access vehicles? (These should link with major transport nodes and connect between the different parts of the site)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do you provide assisted transport (such as buggies) to support people with limited stamina and mobility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do pick up points have associated features such as high kerbs (for easy access bus pick-up), seating, shelters?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there wheelchair & access equipment for loan/hire? Is it provided near main entrances and access points?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there clear, accessible transitions between buildings and transport hubs – e.g. car parks, train station, car hire?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
Is there scope for linking with a Shopmobility scheme?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there clear, accessible information about the different forms of transport available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3 Parking				
Planning requirements identify a fixed percentage of 5% of parking bays designed for use by Blue Badge holders. Is this adequate for the use and location and population who you expect to use the building or facility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Can accessible parking bays be provided throughout the different car parks and clustered at points nearest to buildings and bus stops?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has accessible staff parking been considered?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there larger spaces for minibuses and other adapted vehicles?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there additional priority spaces for others e.g. people with limited mobility without a Blue Badge, parents with babies, older people, lone workers outside standard working hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
Do these additional spaces have safety and access in mind e.g. near buildings and transport pick-ups, well-lit routes etc?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does parking layout and signage assist wayfinding e.g. can people easily find routes, transport links and help points?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are car parks clearly visible from the building and are there good sight lines for routes? (Good sight lines improve security and feelings of safety. Consider outdoor lighting)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Making car parks distinctive from each other to help people remember where they have parked. Are car parks identified clearly by name/colour/number?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do car parks with accessible parking spaces have accessible gradients, surfaces, signage and pick-up points for easy access buses?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do they have associated covered waiting areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do they have help points through which people can request assistance? Are they at an accessible height and can they be placed within sight of a reception area or other manned station?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
Is there opportunity for drop-off and pick-up by easy-access transport, taxis and private cars near buildings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are ticket and pay machines designed to be easy to use by people with limited mobility and dexterity?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4 Arrival				
Are entrances attractive, accessible and reassuring? Will people know where to go and where to find things?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does signage include easily recognisable symbols to help people that are unable to read text?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5 Routes				
Minimising the number of changes of level and direction changes will ease access and wayfinding. Have the number of changes been kept to a minimum?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there clearly defined accessible routes throughout the different areas? Options for assisting wayfinding include floor materials, directional lighting, colours, symbols and landmarks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
Do decision points offer clear choices that are easy to identify?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there good definition between different spaces to help people find their way without relying on signage? (This could include use of distinctive design and landmarks to help people remember locations and arrange places to meet)				
6 Changes in level				
Are changes in level for access minimised at every opportunity to improve access for people with limited mobility?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have gradients been considered with a slope's length? Sometimes a shorter, steeper slope may be the preferred option but this must be checked with the appropriate team/person responsible for access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
On longer slopes, are resting platforms provided?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Externally, are there raised crossings? These are the preferred design treatment, with good visual contrast and appropriate tactile indicators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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7 Lifts				
Does lift design accommodate wheelchair users (including buttons at appropriate height, flush threshold, sufficient door width) and visually impaired people (Braille on buttons, audio announcement)? Usage is often underestimated, and it is usually advisable to specify greater use than might be expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Reliability should be a priority consideration. Have you chosen a maintenance program that ensures that the lifts will be operational for the maximum amount of time?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
It is always useful to have alternative routes into and around a building if lifts are not working. These should not be relied on as primary circulation routes. Have well-signed alternative routes been planned?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8 Escalators				
Escalators are not accessible to some disabled people – is there alternative access which is signed near escalators so people know there are other options available?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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9 Steps				
Does step design provide safe passage, and maximise ease of use for greatest range of people? Where practical, apply the criteria for easy-access steps. This requires particular attention to dimensions, consistency, resting platforms, handrails, nosings and materials	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have tactile indicator strips been incorporated on the approach to steps?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do longer flights include resting points?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10 Ramps				
Are ramps and steps integrated into the general design?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do you give users a choice of ramps or steps? (Some disabled people prefer steps). Ramps are hard work for many people and their use, particularly their length, should be minimised as far as possible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there resting points on longer ramps?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
II Handrails and Balustrades				
Are handrails and balustrades designed for people of different heights (especially considering children) – either by a second lower handrail or an alternative detailing that provides hand grips at different heights?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have you considered options for incorporating tactile information on handrails to provide directional information for visually impaired people?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have balustrade heights been considered? (Heights are defined by Building Regulations for safety so where balustrades are included over areas to provide views, consideration must be given to the use of glazed or other materials to provide the same quality of experience for wheelchair users and children)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
12 Information and wayfinding				
When using text, is accessibility maximised through clarity of design, appropriate text colours and sizes etc? (Pictorial symbols and colours help communicate messages, directions and information. Greater consideration to the use of colour, tones, surface textures, landmarks, sound and other design details help people orientate)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the design of the space easy to understand and navigate without signage (to maximise intuitive design)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have communication techniques like Braille, audio and colour contrast of features and signage been integrated? (For visually impaired visitors there is much more that could be designed in)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have you developed a consistent strategy for the use of Braille, tactile signage or audio throughout the site?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have you considered the overall visitor experience? (There is increasing interest in experiential design, where places are designed with all the senses in mind, not just visual experience. It has been shown how this can help with issues like how people find their way around, how comfortable they feel, spending patterns and how they rate their experience)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
13 Assistance				
Is there provision for assistance and support from staff? (From July 2008 it is a requirement of the EU Regulation on Disabled Persons and Persons of Reduced Mobility 2006 that all staff dealing with the travelling public must receive disability awareness and disability equality training.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there scope for assistance from a variety of sources, such as dedicated staff as well as technical assistance such as access guides, pagers, assisted transport, large print and Braille materials? (Changes in technology, for example increased use of online booking, is likely to offer greater means for people to request specific assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14 Means of Escape/Emergency Evacuation				
Is it possible to achieve the principle of <i>everyone out</i> – i.e. easy egress for all groups? (Use of refuges should be considered a last resort. Where they are used, they should be adequately signed and with external communication)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are panic bolts at an accessible height and easy to use?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
Is emergency signage accessible? Consider sign heights and frequency to maximise usability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the alarm system include the use of visual beacons or individual pagers for people with hearing impairments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the emergency lighting system give clear indication of the direction of egress?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have you considered how the design for emergency egress fits in with the ongoing fire safety management Regulatory Reform (fire safety) Order? This may require a review of the design against the management strategy to evaluate whether the design functions as it was intended	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are alarm sounders located away from designated refuges? (These can be uncomfortable and may interfere with communication)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15 Toilets				
Is there adequate provision and functionality for the full range of users?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
Is the door opening strength less than 20 N at leading edge for all doors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the design avoid double lobby doors wherever possible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have you considered the height and ease of use of handles, locks, hooks, flushes, machines etc. (Give consideration to the type of locks for the accessible toilets in particular so they are easy to open by someone with limited dexterity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have you considered the type of lock used in all toilets regarding ease of use, visual contrast with the door and the ability to read the engaged/in use function?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have you considered the height of washbasins, mirrors, hand driers, taps and urinals? (Avoid the use of small washbasins in accessible toilets)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have you considered the usability of taps for people with limited dexterity?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the toilet paper dispensers of the type that releases one sheet at a time and not a roll?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
Are the hand towel dispensers of the type that releases one sheet at a time and not a roll?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is the reset facility for the alarm accessible from the toilet and is the alarm relayed to an agreed location where it can be responded to?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are wider cubicles provided? These are now required by Building Regulations. (Widths of cubicles for large people, those with limited mobility and to allow for luggage)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are these cubicles signed? Consider signing them as family cubicles and make them of greater value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are easy access toilets provided on every floor level and at sufficient frequency? (Part M advises that a disabled person should not have to travel more than 40m to an accessible toilet)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are floor surfaces firm, level, non-glare and non-slip in dry and wet conditions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Signage – Have you considered height and clarity of all signs, external and internal? (A common difficulty is for visually impaired visitors to distinguish between the ladies and gents signs on toilet doors because of small sign size or poor colour contrast)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
Does the design include an adult changing facility? (This is not covered by legislation but that can make a huge difference to people's quality of life. It is referred to as a 'changing places' toilet, for more information see www.changing-places.org)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16 Baby Changing				
Are these separate from toilet facilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are they unisex?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do feeding facilities include the option for privacy? Are they within a user-friendly, attractive space?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are changing and feeding facilities accessible (particular attention to adjustable height of tables and wheelchair access)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
17 Showers				
Are showers designed to be fully accessible with floor drainage to avoid stepped access? (It is often easy to make showers accessible without extra cost. It also gives flexibility for specific adaptation if required at a later date)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
Have you considered heights of fittings and ease of use of controls and flexibility of shower head height?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there good visual contrast between fittings and backgrounds?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18 Doors				
Have you checked if doors are necessary? (They are a physical barrier and alternative options should be sought wherever practical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are entrances easy to locate?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are doors easy to open by people with limited strength? (Consider automatic or assisted opening mechanisms, heights and styles of handles, heights of kick-plates and design of furniture. Consider automatic self-closing mechanisms with delays)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The opening strength should not exceed 20N at leading edge. Door size contributes to weight difficulties. If doors have a dual function, such as fire doors, can these be re-designed to avoid this issue?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If some automatic/easy access doors are included, are they integrated with other doors, not as segregated access?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
Is there good visual contrast between door furniture and background, and between doors and surrounds?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there good visual clarification of any transparent doors or picture windows at adult standing and wheelchair/child height? Consider sight lines of vision panels – extend across ergonomic range (child to adult)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are revolving doors accessible? (standard designs are not accessible to disabled people, but larger accessible doors are acceptable, if compliant with Part M). An alternative to a revolving door should still be provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<h2>19 Materials and finishes</h2> <p>(also refer to acoustics)</p>				
Are accessible surfaces firm, level, non-slip in wet and dry conditions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are surfaces non-glare (highly reflective surfaces are problematic for people with visual impairments)? Do they avoid disorientating people (such as visually distracting patterns on carpets or walls)?				

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
Are service provisions within access routes flush with the hard surface so as not to create a trip hazard?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
On outdoor routes, does the design avoid loose materials falling onto hard surfaces and causing trip hazards?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have changes of texture and colour been considered to indicate changes of direction, way-finding and sense of place? (This can include directional cues in floors and on walls)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are areas of glazing clearly marked with manifestations at two heights (child and adult)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Has colour been considered to help people relate to different spaces and find their way around (e.g. imaginative use of colour, tone and texture throughout)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20 Restaurants and Café facilities				
Is there accessibility throughout the whole range of facilities, including circulation space, counter heights, heights of tables, sight lines, facilities for young children, access to toilets, ease of ordering food etc.?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
21 Resting Points and Seating				
Are the guidelines for public spaces for seats at least every 50m achievable? (On the principle of everywhere for everyone, the need for resting points is always underestimated)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are resting points integrated in the general design, using features such as walls, rather than just stand alone seats? (Provision should take account of design needs of different users, e.g. space for wheelchair users, higher seating for older people, lower seating for children etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
If appropriate, does the design provide at least 25% of seats to meet the needs of elderly people? (Guidelines from Sensory Trust)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is seating prioritised in physically demanding areas, gathering spaces and waiting areas?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are seats sited in accessible locations? (Often gathering spaces and fixed seating don't make provision for wheelchair users to feel part of the group)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
22 Telephones				
Are telephones at a height accessible to wheelchair users?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there telephones for texting that can be used by people with hearing impairments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
23 Comfort and healthy environments				
Does the design take into account environmental comfort levels such as thermal comfort levels, ventilation, natural daylight and acoustics?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Does the design maximise natural daylight and avoid significant fluctuations in temperature?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are there integrated social spaces to avoid segregating disabled visitors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have outdoor spaces been designed to provide access for all, not just as circulation spaces, but as part of the overall experience? Is there scope for semi-outdoor spaces where the divisions between indoor and outdoor are minimised?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
Is there access to free accessible drinking water?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there scope for designing in outdoor trails that may encourage users to walk and that could also be used by the local community?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
24 Acoustics				
Does the design create a comfortable and usable acoustic environment for users? (The importance of good acoustic design is fundamental to usability and is often overlooked. Attention to good acoustic design makes a huge difference to quality of experience for all users)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Have you considered the balance of positive sound with disruptive ambient noise levels in public spaces and implications for visitor and staff comfort, ease of communication and social interaction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are hearing loop systems provided in gathering and meeting spaces? (Requirements for hearing loops need to be appropriate to the context of the design. Both permanent and flexible loops may be considered relevant)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	N/A	Considered - action taken	Considered - no action taken	Actions taken or Reasons for no action
25 Lighting				
Does the lighting design avoid creating glare and visual distortion?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are lighting levels sufficient for people with hearing impairments to lip read, and for people with partial sight to see information and features?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Can you use lighting to help create visual contrast for features like lifts, handrails, path edges etc. as a useful guide for people with visual impairments?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
26 Heights				
Have all facilities and provisions been designed for users of different heights and reach (from children to adults)? (Good attention to height of signs, furniture, desks, fittings and fittings, notice boards, and sight lines etc. will all help ensure equality of use and experience)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Section 3: Access statements

The access statement is a tool that can be used to demonstrate how equality and diversity issues will be considered throughout all stages of project development, from initial conception to completion and into occupancy. This Toolkit contains an access statement to fit with each of the five stages of development, to dovetail with materials that will be required already as part of the construction process.

The idea is for the first access statement to be developed at the earliest stage of concept development and for it to evolve to create the other statements as the scheme or project evolves, as shown below.

The Toolkit contains templates for completing each of the following statements.

The **Strategic Access Statement** shows how access and diversity issues are taken on board in the business case and overall visioning of the project.

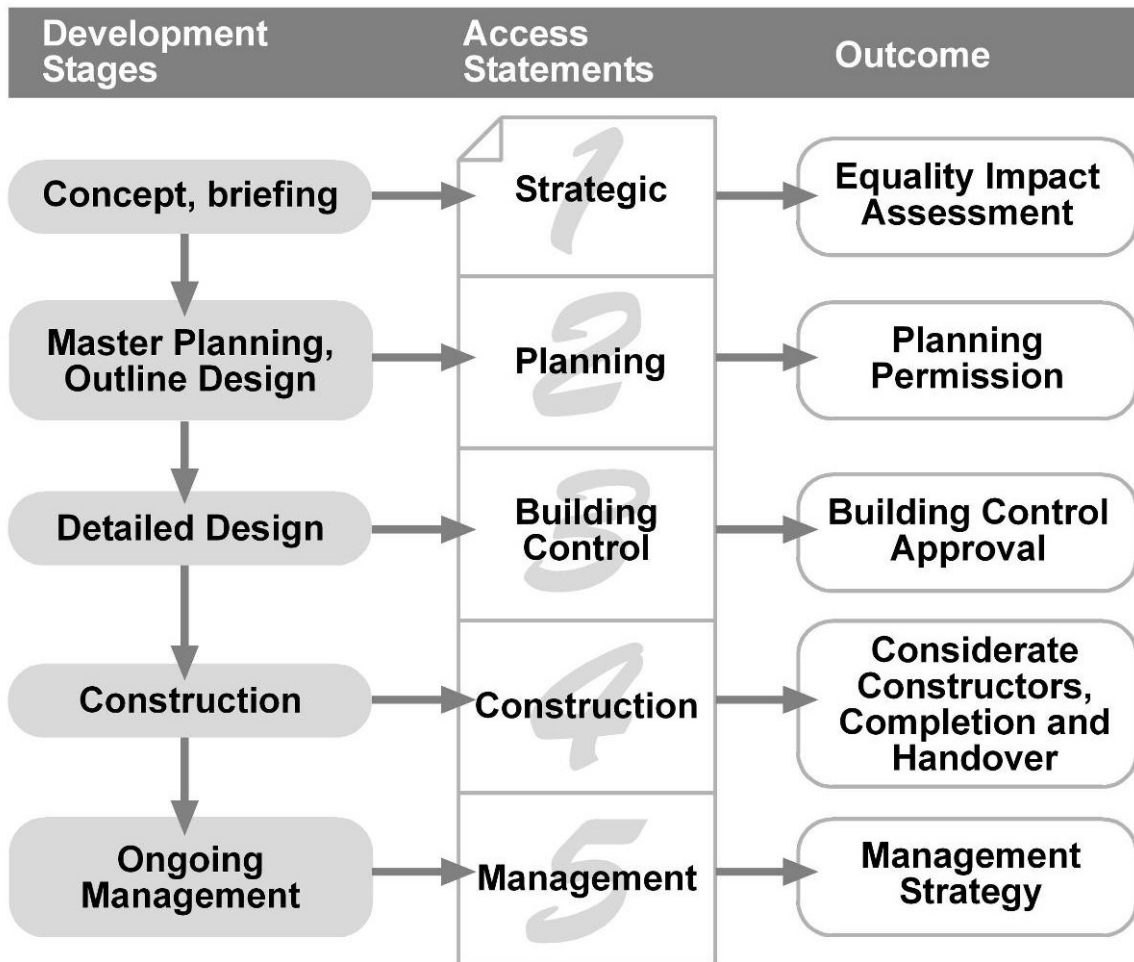
The **Planning Access Statement** shows how these issues are represented in the Masterplanning stage. It is designed to form part of a planning application.

The **Building Control Access Statement** shows how these issues are considered in the detailed design stage. It is designed to form part of a submission for Building Control approval.

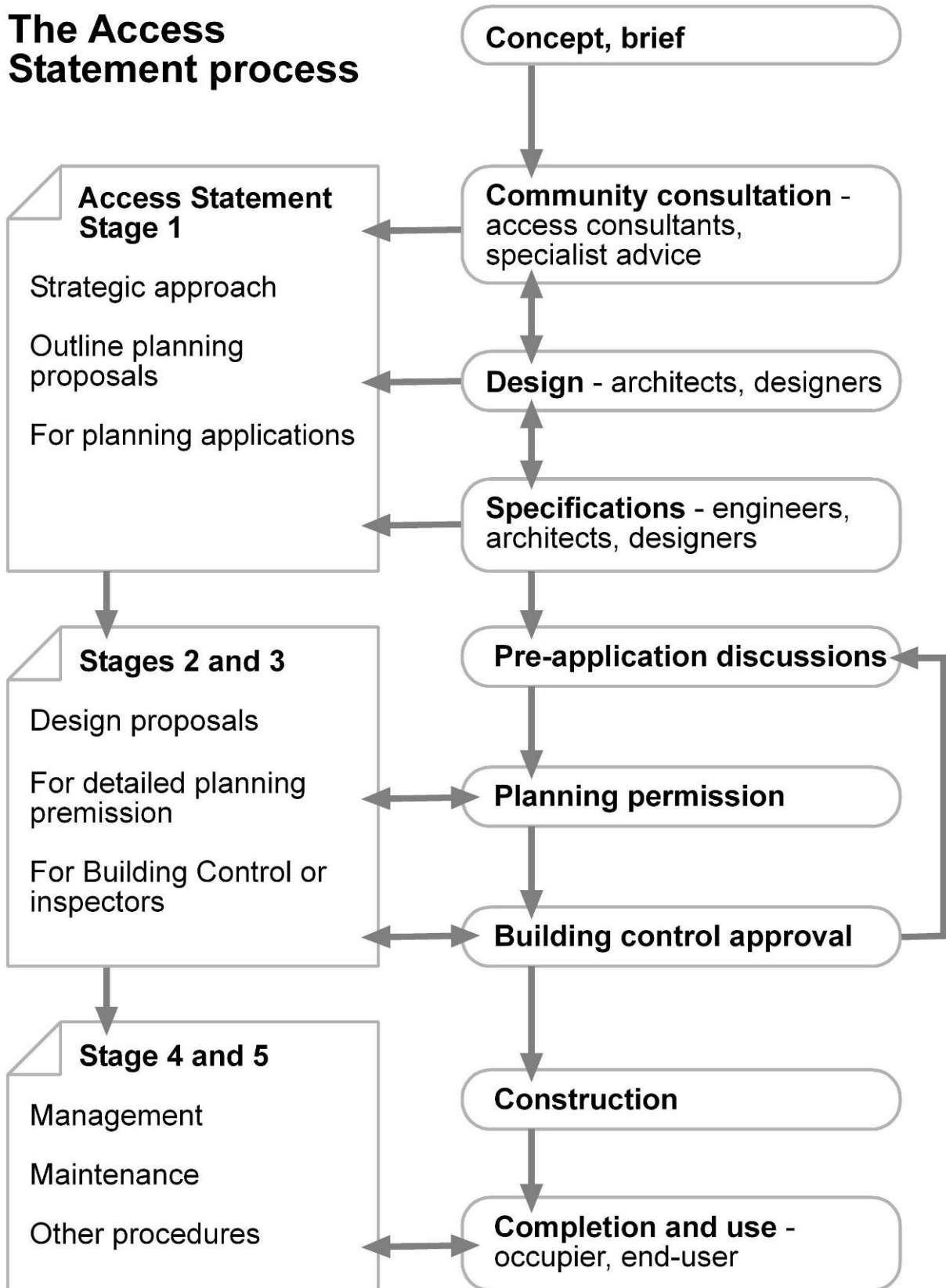
The **Construction Access Statement** shows how these issues are addressed within the construction phase. It is designed to complement the Considerate Constructors Scheme (an element within BREEAM accreditation).

The **Management Access Statement** shows how these issues are addressed in the way the building will be used and managed. It is designed to form part of the Management Handbook.

The Access Statement process



The Access Statement process



Access statement |

Strategic Access Statement

The Strategic Access Statement demonstrates how equality and diversity issues have been considered in the development of the business case and scheme concept. If relevant, it should show how the design responds to the non-build construction issues identified in an Equality Impact Assessment.

Strategic Access Statement

Contact details

Project name
and address:

Date

Overall visioning of the project and how issues raised in an Equality Impact Assessment are being addressed through inclusive design responses. For example, this project aims to set best practice standards for how the local community are involved in decision making, or how transport will be made accessible and integral to the project.

This template is offered for guidance purposes and is to be used in conjunction with the mandatory Design and Access Statement required for most planning applications.

This template can be used as an Access Statement as part of your planning application to explain the design and management of your project and how it facilitates access. Its completion is required as part of the application but does not grant immunity from legal challenge under the Disability Discrimination Act or affect your responsibilities under Part M or Part B of the Building Regulations.

Access statement 2

Planning Access Statement

This access statement demonstrates that inclusive design issues have been considered in the planning application. This template is for guidance and focuses on the aspects of the Design and Access Statement that relate to inclusive design.

Inclusive design should be addressed in all aspects of the Design and Access statement. The access elements in this statement should inform in a positive manner the more detailed development of access provision required for Building Control approval. This template is designed to complement the Building Control Access Statement.

The statement should clearly demonstrate the applicant's approach to inclusion and reflect the way the building will be built, used and managed. It should show how all potential users, taking into account ability, age and gender differences can enter the site, move around the site, enter and circulate the buildings and use the facilities, including sanitary provision.

The headings used in this template will help you complete the information required for a Planning Access Statement for submission to the Local Authority.

Its completion forms part of the planning application but does not grant immunity from legal challenge under the Disability Discrimination Act or affect your responsibilities under Part M or Part B of the Building Regulations.

Further guidance on Design and Access statements is available in CABE's publication Design and Access Statements: how to write, read and use them (<http://www.cabe.org.uk/publications/design-and-access-statements>).

Planning Access Statement

Contact details

Project name
and address:

Date

Description of development

Provide a description of the project, the purpose of the building and how the building is located in the wider environment.

What is the planned size of the building and the intended number of occupants as staff, visitors or residents?

Describe how the space is currently used and the intended use of all planned space.

Describe how access has been considered to and from the site from the perspective of both public and private transport provision. (i.e. where is the main entrance to the site and building and how are they located in relation to car parking, drop off spaces and from the nearest public transport network?)

Describe how all potential users, taking into account ability, age and gender differences can enter and move around the site, enter and circulate the buildings and use the facilities, including sanitary provision.

Local and regional physical, social and economic context for the development

Relevant information is provided in the Strategic Investment Framework document, and in the Regional Economic Strategy amongst other documents. These are both available from the South West Regional Development Agency.

How legislation, local policies and standards affect the proposals

Consider how some of the following legislation impacts on the project: –

The Disability Discrimination Act and Approved Document M.

Specific requirements of public funders.

Impacts identified in an Equality Impact Assessment.

Reference to current/pending legislation may also be relevant e.g. new British Standards or recommendations from the Cornwall Design Review Group.

Philosophy and approach

Provide an overview of the developer's philosophy regarding access for disabled people and inclusive design.

Describe how access issues will be considered from initial conception to completion and into occupancy.

Include specific examples of how individual design proposals within the project reflect this philosophy and how access issues will be considered from initial conception to completion and into occupancy.

Is there an Inclusive Design Brief for the project or terms of reference for consultation?

Does the project intend to use an Inclusive Design/Access Champion and have they been identified at this stage of the project?

Key access issues of the design

This should include direct reference to key design attributes in relation to:

Any inclusion and access issues that have been identified in any Equality Impact Assessment and how these have been addressed.

Transport links - consider access to and from the site from both public and private transport, green transport provision and how the site fits into the surrounding access network.

Disabled parking provision and setting down points and garaging.

Orientation of buildings for access.

Landscaping and semi-outdoor spaces.

Approach routes to building – way-finding signage, gradient, width, surface finishes.

External hazards/ features - hard landscaping, projections, furniture.

External steps/ ramps - gradient, width, guarding and heights.

Entrances - primary and secondary.

Internal design & layout and access to facilities.

Provision of accessible toilets - unisex or gender specific.

Changing place provision considered if appropriate.

Spectator seating, if relevant.

Access to special facilities - meeting rooms, swimming pools, changing facilities, showers, sleeping accommodation.

Emergency egress – (detailed requirements will be developed for Building Regulations approval, however at the planning stage consider how the orientation and levels may impact on this).

Horizontal circulation (corridors and level access through and around the building).

Vertical circulation (stairs and lifts).

Facilities/ services that are provided as part of the project.

Provision of information, signage.

Percentage of wheelchair accessible dwelling accommodation provision if appropriate.

Management arrangements - if these are part of the access solution are they feasible in practice and how will they be communicated?

Sources of advice and consultation

How will the designers, architects, contractors and specialist consultants consider inclusive design throughout the process?

Will there be an inclusive design champion for this stage of the design and are they an external consultant or a member of the design team.

Name/role within project team.

Consultation with planners, conservation officers, access officers etc.

The extent of input from local access groups or local organisations reflecting the views of disabled people – has this been considered and if so how will the consultation be undertaken?

When including disability groups within staff and user consultation etc, consultation should focus on specific disabilities and include a cross section.

It is valuable to include disabled people's access groups with particular experience in access and design standards.

Consultations should ensure that designs consider barriers for people with visual impairments, hearing impairments, mobility impairments, people with learning difficulties or cognitive impairments, black and minority ethnic communities, faith communities, and others as appropriate.

Conflicts for different requirements may arise from different groups and these need to be considered and resolved by the design team.

Design standards and guidance followed (please tick)

<input type="checkbox"/>	Approved Document M (2004):
<input type="checkbox"/>	BS8300 (2009):
<input type="checkbox"/>	HLF's Conservation Management Plans (2004):
<input type="checkbox"/>	BT Countryside for All (2001):
<input type="checkbox"/>	CABE:
<input type="checkbox"/>	Other (please detail below):

For example, CABE, other relevant British Standards /design guides

Sign Design Guide (ISBN 185878 412 3)

CADW – Overcoming the Barriers (ISBN 1 85760 104)

Building Sight (RNIB Publications – ISBN 1 85878 074)

RIBA Good Loo Guide

Joseph Rowntree ‘Meeting Part M and Designing Lifetime Homes’

Scheme Development Standards – The Housing Corporation

Building Sight (RNIB Publications – ISBN 1 85878 074 8)

Arts Council England – ‘Disability access: a good practice guide for the arts’

Sport England – ‘Access for Disabled People’

English Heritage / Sensory Trust ‘Access to Historic Buildings’ and ‘Access to Historic Landscapes’

Nature and impact of environmental considerations

Where environmental or other factors have the potential to affect compliance with the relevant design guidance, applicants should provide an explanation of how the individual constraints have been considered and proposals to overcome these constraints.

These may include constraints imposed by an existing structure, or topographical constraints on new or existing developments. They may have been identified in an Equality Impact Assessment.

For example: It is not expected that a difficult topography allows for a lesser provision of access, but that this has been considered in respect of the design. This could be through mitigating steep topography with ramped access, regular resting points and transport considerations.

Opportunities to deliver examples of good practice or emerging best practice

Does the development propose any innovative solutions to demonstrate how inclusive design has been considered and integrated into the project (e.g. ‘changing place’ facilities - www.changing-places.org)

Additional material information

Any additional information in support of the proposed development.

Provision of information

Provide plans, sections and elevations at an appropriate scale, including sections showing relevant gradients and any changes in level. These should be submitted with the planning application and Access Statement. These can be supplemented with any information or strategies that support the application.

Planning Obligations

Where planning obligations have been identified such as any section 106 agreements for provision of play facilities, art and public realm or 278 Highways agreements, have these been considered for inclusive design best practice?

This template is offered for guidance purposes and is to be used in conjunction with the mandatory Design and Access Statement required for most planning applications.

This template can be used as an Access Statement as part of your planning application to explain the design and management of your project and how it facilitates access. Its completion is required as part of the application but does not grant immunity from legal challenge under the Disability Discrimination Act or affect your responsibilities under Part M or Part B of the Building Regulations.

Access statement 3

Building Control Access Statement

This Access Statement is a more detailed evolution of the Planning Access Statement to show how equality and diversity issues have been taken on board in the detailed design. It will also consider elements of the Management Strategy where arrangements for assisted provision have been incorporated into the design. It is an opportunity to record significant site decisions and how this information will be communicated to building occupiers and users.

The Statement can be used to demonstrate conformity with Part M of the Building Regulations by using the approach as set out in Approved Document M. It may show how and why decisions have been based on other approaches, for example specialist advice and guidance such as BS 8300 Design of buildings and their approaches to meet the needs of disabled people or Codes of Practice. The overall aim is to show how the decisions will ensure that all people are offered 'reasonable' access to buildings and facilities.

Developing a Building Control Access Statement can allow flexible conformity with Part M by promoting dialogue, setting out access design philosophy and rationale and perhaps looking at alternative provision of facilities and services.

Building Control Access Statement

Site address:

Date:

Applicant's details

Name:

Address:

Post code:

Telephone:

Agent's details

Name:

Address:

Post code:

Telephone:

Description of development

Philosophy and approach

Provide an overview of the developer's philosophy regarding access for disabled people and inclusive design.

Include specific examples of how individual design proposals within the project reflect this philosophy

and how access issues will be considered from initial conception to completion and into occupancy.

This should relate to the Design and Access Statement made at the planning stage.

Design standards and guidance followed (please tick)

- | | |
|--------------------------|------------------------------|
| <input type="checkbox"/> | Approved Document M (2004): |
| <input type="checkbox"/> | BS8300 (2009): |
| <input type="checkbox"/> | Other (please detail below): |

For example, other relevant British Standards /design guides

Sign Design Guide (ISBN 185878 412 3)

BT Countryside for All (2001)

CADW – Overcoming the Barriers (ISBN 1 85760 104)

Building Sight (RNIB Publications – ISBN 1 85878 074)

RIBA Good Loo Guide

Nature and impact of environmental considerations

Highlight those that impact on access such as topography and distance to and between facilities.

Proposed solutions for overcoming identified constraints

Provide responses to the constraints identified above. For example, mitigating steep topography through ramped access, regular resting points and transport considerations.

Information provision

Information that demonstrates compliance with Part M should accompany the application for Building Regulation approval. For example, plans, sections, elevations, specifications, and strategies. This should cover the following information:

Transport links – public transport provision

Disabled parking provision, setting down points and garaging

Approach routes to building – way-finding signage, gradient, width, surface finishes

External hazards/features - hard landscaping, projections, furniture

External steps/ramps - gradient, width, guarding and heights

Entrances - primary and secondary

External doors - operation, size, level threshold, automatic

Lobby sizes - for manoeuvrability

Reception - counter height

Aids for hearing impaired people - induction loops permanent or portable

Visibility of signage - size and contrast for people with impaired vision

Interpretation and Braille facilities

Internal corridors - widths, obstructions, gradients

Doors - function, operation, size, level threshold, automatic/manual operating force

Internal steps/ ramps - height, width, gradients

Lifts - size, height of controls

WC accommodation - size, layout, number, gender specific, unisex including changing place toilet facilities

Baby changing facilities

Spectator seating - number of spaces, choice of viewing point, facilities

Access to special facilities - meeting rooms, changing facilities, showers, sleeping accommodation

Emergency egress - travel distances, use of refuges and means of escape to places of ultimate safety, assisted provision

Usability of the building/ facilities - to meet the DDA

Management Strategy - arrangements for assisted provision, use of fire warden, evacuation chairs, provision of equipment if this is part of a design solution, such as induction loops.

What steps have been taken to ensure this information is made available to building occupiers?

Consider the information that needs to be provided in Access Statement 5 regarding Management Strategy and Handover information.

This template is offered for guidance purposes and is to be used in conjunction with the mandatory Design and Access Statement required for most planning applications.

This template can be used as an Access Statement as part of your planning application to explain the design and management of your project and how it facilitates access. Its completion is required as part of the application but does not grant immunity from legal challenge under the Disability Discrimination Act or affect your responsibilities under Part M or Part B of the Building Regulations.

Access statement 4

Construction Phase Access Statement

This Access Statement is designed to assist with looking at the impact of construction on access and inclusion for members of the public, the project team, staff and visitors on site. It can be used during the construction phase of the work but can equally have a value if these issues are to be considered early in the project and used to ensure that the contractors involved with a project are willing to consider or have experience of these issues. It can be used to look at compatibility with your organisational aims, the inclusive aspects of social sustainability.

The questions have been designed to highlight **some** of the requirements of the Considerate Constructors Scheme (CCS) checklist. They only consider those issues that have greater relevance to equality and diversity issues. This is intended to save having to duplicate information and these answers can be used as the basis to provide some of the information required for the Considerate Constructors scheme. The scheme as a whole is an excellent tool for improving the image of the construction industry and should be considered in its entirety.

There are some additional questions that reflect the Equality and Diversity considerations that should be considered by projects and there is also some explanation of why these issues should be considered to help develop best practice for construction projects.

The Considerate Constructors Scheme is the national initiative, set up by the construction industry, to improve its image.

Sites that register with the Scheme sign up and are monitored against a Code of Considerate Practice, designed to encourage best practice beyond statutory requirements.

The Scheme is concerned about any area of construction activity that may have a direct or indirect impact on the image of the industry as a whole. The main areas of concern fall into three main categories: the environment, the workforce and the general public.

The environment

Registered sites should do all they can to reduce any negative effect they have on the environment. They should work in an environmentally conscious, sustainable manner.

The workforce

Registered sites should provide clean, appropriate facilities for those who work on them. Facilities should be comparable to any other working environment.

The general public

Registered sites should do all they can to reduce any negative impact they may have on the area in which they are working. Sites should aim to leave a positive impression on those they affect.

For further details of the CCS scheme visit the Considerate Constructors Scheme website www.considerateconstructorsscheme.org.

The questions should be completed even when schemes are considering an alternative to BREEAM or CCS as they ensure projects consider relevant issues.

Some private sector schemes are required to achieve BREEAM excellent (or equivalent) which requires the main contractor to comply with and achieve formal certification under the Considerate Constructors Scheme (CCS) (or Equivalent). BREEAM credits are awarded on the basis that, one credit is awarded where the contractor achieved a CCS Code of Considerate Practice score between 24 and 31.5 and two credits are awarded where the contractor achieved a CCS Code of Considerate Practice score between 32 and 35.5.

There is also the opportunity to achieve an innovation credit for this BREEAM issue by achieving the exemplary level requirements. This is awarded if sites achieve a Considerate Constructors Scheme score of at least 36. By ensuring the equality and diversity sections have been considered and actions implemented, this will help projects achieve high scores when considered with the other sections of the Considerate Constructors Scheme.



Questions highlighted in bold are the mandatory requirements for compliance with the CCS Scheme's Code of Considerate Practice.



Questions not highlighted in bold should be answered to help the capital build achieve best practice.

Construction Phase Access Statement

Site ID number		<i>This will be given when the site registers with the Considerate Constructors Scheme.</i>
A brief description of the site		

Individual questions in this Checklist may appear in more than one section, and not all items will apply. The CCS scheme recommends the check list is used as a reminder rather than a tick list.

Considerate

!	How have those affected by the site’s activities been identified and have they been informed about the site’s activities?
<i>Has the site considered how the information will be provided and for anyone who needs the information in a different format. It is not necessary to have alternative formats ready but consider how, if requests are made, what a positive response would be. Individual visits from project staff could be useful.</i>	
!	Are pavements unobstructed? How is this monitored?
<i>Even temporary blocking of pavements can cause major problems for those with disabilities. For the visually impaired vehicles and obstructions are a major hazard and for those with mobility impairments and pushchairs and wheelchairs, there needs to be an adequate width maintained for pushchairs and wheelchairs. If an alternative route is to be used the project needs to ensure they have provided ramps where kerbs need to be negotiated. See below.</i>	
!	What provision is made for pedestrians, especially pushchair users and those with mobility, sight and hearing impairment? Are ramps provided where works interrupt the pavement?
<i>Planning ahead helps with this and making staff aware of the need to always provide access for everyone. Alternative routes can then be checked by the project team to ensure they have considered the requirements and provided ramps where the road needs to be used. The route also needs to be</i>	

clear of obstructions and overhanging projections for visually impaired users.



Are road names and other existing signs still visible?



Are any diversions clear to motorists, cyclists and pedestrians?

Signs need to be located where they can be easily seen and diversions advertised in advance and alternative routes made clear. For Pedestrians especially, as if they are familiar with routes or park nearby because of the inability to walk long distances, diversions can cause problems. Liaison is important with neighbours and groups on a regular basis to minimise the negative impact.



What is done to reduce any possible negative impact caused by operatives', staff and visitors' travel and parking?

Ensure that all operatives and staff know not to park in positions that cause obstructions, it is easy to think parking for a short while on the pavement is OK, but this may mean visually impaired pedestrians, wheelchairs, and pushchairs can't get past without the danger of having to go into the road. Consider having this as a point for discussion in the site inductions

? Are accesses well identified? Are route directions to site provided for all?

? Is the site aware of the provision for any disabled staff or visitors, is there designated parking, is the main entrance and reception accessible? Is this information provided on directions?

? Where appropriate, and for those affected by the site, are information/notices printed in other languages?

? Are notices provided in alternative formats as well as other languages or provided with pictorial information to make them easily understood?

? What ongoing information is provided to those affected by the site's activities?

Again how is the information provided for different groups, and can this be provided in such a way to cover different people's needs. Having someone who acts in a liaison role is often a good way to both identify who needs what information and to provide it in an appropriate way.

? What measures have been taken to allow suitable visitor access to the site office for people of all abilities? (Ramps, handrails, designated parking, etc) Where access is not possible, what has been done to enable contact with the Site Manager?

Staff, consultants and public visitors may need to access the site offices and consideration needs to be given to this early in the project at site set up. Is the main entrance accessible and the reception desk and are there accessible toilets? If not, and some sites are in difficult locations, what can the site do? They can look at alternative arrangements and meeting areas in other buildings that do have facilities and access.

If the site number is prominently displayed, people can contact the site prior to a visit and alternative arrangements can be made.

Environment

Although this section is primarily about the environment, how information is provided should be considered as this is a subject of interest to a wide number of people.

Cleanliness



Are roads and access used by site vehicles clean and mud free?

This subject affects everyone but children, elderly people and those with visual and mobility impairments will have greater difficulty if the road is muddy and it becomes a hazard. The impact of these needs to be considered.

Good Neighbour

Again this section has a number of items to consider such as site hours.

The scheme is about minimising the negative impact during construction and there should always be thought as to how this might impact on neighbours with any special requirements that are identified.

Are any of the neighbours a school or hospital care home etc? This will usually be picked up at an early stage but it always worth spending some time when planning how the site team will work with the neighbours to consider any specific ways the team can be a good neighbour.



Are there viewing points in the hoarding and if so, what checks are made to ensure the view gives the right impression?



Having viewing points been provided at different heights so children and wheelchair users can use the viewing points. Are they accessible and not at the top of stairs?

? What has the site done to be a positive influence in the area?

This is a general question, but it is important to consider how decisions have been made to be a positive influence for equality and diversity. For example how these have encouraged people not traditionally associated with construction to be part of the project as staff or visitors.

Respectful

! Does the site provide appropriate facilities for operatives?

Has anyone considered what if any specific or appropriate facilities need to be provided? Have any requests been made to adapt or provide facilities for any staff? Is this reviewed?

! What inductions are carried out? Are they site-specific?

If there are site specific inductions can they be used to communicate on issues that may have been identified such as mud on the roads parking and any site specific requirements for behaviour?



Does the site cater for the requirements of all site visitors? (e.g. designated male, female and disabled toilets)?

If sites are to be challenging traditional attitudes to the construction industry they need to provide facilities that enable staff, consultants and visitors regardless of gender or ability to access and use appropriate areas of the site. As discussed in other sections this includes considering the accessibility of the site and provision of facilities. It would be a good idea at the start for the project to consider the access arrangements including how people arrive and access the site as either client, staff, consultant or visitor and have this information on site. This should then be communicated to staff on a regular basis. This can be in staff meetings and inductions.

It is important that respect is seen to be a priority and some companies may be signed up to the Respect for People initiative.

Safe



Is there an obvious, protected access to the site office? Is it well signed, lit and usable?



What has been done to ensure that pedestrians on the site boundary enjoy a protected passage?



Are any temporary works, outside of the site boundary, protected, with all security and safety risks taken into consideration?

? Are any temporary pedestrian road-crossings appropriate and in a suitable position?

? Does the site provide regular updated safety and risk information to operatives and visitors?

? Is the scaffolding boxed-in or taped where likely to affect pedestrians?

? Does the site have an emergency evacuation procedure? Are drills carried out?

This is primarily aimed at site users.

Safety on site is a priority and most site users will be familiar with the site rules and safety protocols or accompanied. It is worth the site team just checking they have covered all aspects of site safety considering the ability of all users on the site.

Responsible

? Have local schools, colleges or universities been contacted to arrange activities or events?

Has the site team considered if the activities and events are accessible.

If a site visit or event is organised has access been considered for all the students and has it been identified if there are any special needs that need to be catered for.

Any site visit takes a lot of arranging and a suitable risk assessment should help with this.

? Does the company have an Equal Opportunities/Diversity Policy? How is it implemented? Are there procedures in place to enable the employment of disabled operatives?

This section should be used to demonstrate how equal opportunity policies are being put into practice.

This should reference section 5 Respectful and whether facilities have been provided that facilitates employment. Consideration of the project and how flexibility could be provided, to allow employment is also important. It might not be practical to have a fully compliant office and site at all times, however if some thought has been put into how alternative arrangements could be made to encourage someone to consider the possibilities of working on the project that will be important. The team might be able to work with the local college or Jobcentre plus who have advisors to help employers. Offering work experience opportunities might also be something to consider.

? Is there a site-specific website?

? If a website is provided does it consider accessibility?

Accountable

This section is about the requirements of the CCS scheme. Has the information on the scheme been made available in a way that everyone can understand what the scheme is about both from a public perspective and from the point of view of everyone on site?

The team should consider how the CCS scheme reflects the ethos of the project.

For further information on the scheme and how to achieve best practice, visit the considerate constructors' website and the section on performing beyond requirements.

Additional considerations

? Have you considered how consultation on the design will be carried out during the construction phase of the project?

? Are there any proposals to work with the clients, local groups, the Local Authority and others to hold any public meetings specifically for inclusive designs?

? How will the design team communicate the information to the client, occupiers and users?

? Could Inclusive Design be an ongoing agenda item for design team meetings and could any training include the design team?

? Has any Equality and Diversity training been considered for the project team?

This could include the Design and Project teams and everyone on site and could include toolbox talks and CPD events.

This template is offered for guidance purposes and is to be used in conjunction with the mandatory Design and Access Statement required for most planning applications.

This template can be used as an Access Statement as part of your planning application to explain the design and management of your project and how it facilitates access. Its completion is required as part of the application but does not grant immunity from legal challenge under the Disability Discrimination Act or affect your responsibilities under Part M or Part B of the Building Regulations.

Access statement 5

Occupancy and Management Access Statement

This statement is designed for teams to consider areas where it is necessary to communicate information about how the building works to the building manager and users. It is designed to form part of a Management Strategy to help ensure that managers and occupiers understand how the building works. It will draw on information from the Access Statement process and in particular the Building Control Access Statement in relation to any access decisions that impact on the management of the building.

The following template indicates the type of information that should be included to meet the needs of the Facilities Management, Team/Building Manager and the general users (staff and visitors).

It is also information that will need to be provided as part of a BREEAM evaluation, with the additional questions of how the design and information provision impacts on access issues.

If a BREEAM assessment is being carried out for the building, the information for the general user will be completed as part of that evaluation and there is no need for duplication, it is the consideration of these requirements from an accessibility angle that is suggested.

If the managers of a building are known it is recommended they are part of an ongoing involvement to discuss environmental and access issues in terms of how this will impact on the day to day running and management of a building. A handover process that involves the building managers understanding systems and operational procedures ensures that the building is more likely to be managed as it was designed and is therefore inherently more sustainable.

Early consideration of the information required in this statement may help inform the building design. For example consideration of how the emergency access is to be provided may inform the location of exits or refuges or the ability to design out refuges by considering the potential topography of a site. Sometimes what appears to be a constraint such as a steep site can lead to innovative access solutions in terms of emergency egress. Also it can alert teams to potential conflicts where refuges are sited. Often fire alarm sounders are located in stairwells that are designated as refuge spaces, this is not only uncomfortable for users but can defeat the objective of good communication when a 70 decibel alarm is positioned in that space.

Occupancy and Management Access Statement

Contact details

Project name
and address:

Date:

Building Services Information

Facilities Management

Provide information on heating, cooling and ventilation in the building and how these can be adjusted, e.g. thermostat location and use, implications of covering heating outlets with files, bags etc and use of lifts and security systems.

General User

As above, plus a non-technical summary of the operation and maintenance of the building systems (including BMS if installed) and an overview of controls.

Emergency Information

General User

Include information on the location of fire exits, muster points, alarm systems and fire fighting systems.

Information on the emergency procedures to be made available in formats for everyone to understand. How will this impact on mobility impaired staff or visitors, is the information clear on the location and use of refuges or evacuation? Are visual alarm beacons or pagers used for hearing impaired people?

Fire doors - are they on hold open and close in the event of a fire?

Have fire alarm sounders been located away from refuge areas?

Has information been provided on the location and use of communication systems in refuges? What is the management provision required to evacuate to a place of final safety?

How do the emergency procedures affect out of hours, lone working?

Facilities Management

As above, plus details of location and nature of emergency and fire fighting systems, nearest emergency services, location of first aid equipment.

Has the information on emergency egress provision been communicated to the staff, are they aware of their responsibilities?

Where does the emergency alarm sound from the accessible toilets and what is the procedure if the alarm sounds? Who is responsible for responding? What are the implications for lone working?

Are building's regularly checked for compliance with the aims of the access policies? Are refuges kept clear?

Energy & Environmental Strategy

This should give owners and occupiers information on energy-efficient features and strategies relating to the building, and also provide an overview of the reasons for their use e.g. economic and environmental savings. Information could include:

General User

Information on the operation of innovative features such as automatic blinds, lighting systems etc. and guidance on the impacts of strategies covering window opening and the use of blinds, lighting and heating controls

Has this information been provided in accessible formats?

Are the controls accessible and easy to use? Are blinds and windows easy to operate and are the opening systems explained so that all users can operate the mechanisms and understand the heating and ventilation strategies?

Facilities Management

As above, plus information on air-tightness and solar gain (e.g. the impact of leaving windows/doors open in an air conditioned office, or use of blinds in winter with respect to solar gain); energy targets and benchmarks for the building type, information on monitoring such as the metering and sub-metering strategy, and how to read, record and present meter readings.

Water Use

General User

Details of water saving features and their use and benefits, e.g. aerating taps, low flush toilets, leak detection, metering etc.

Is this available in accessible format? What water saving features are being used as concussive taps are not necessarily easy to use for everyone? Are the accessible toilets low flush or do they use grey water and has this been communicated?

Facilities Management

As above, plus details of main components (including controls) and operation.

Recommendations for system maintenance and its importance, e.g. risk of Legionella.

Transport Facilities

General User

Details of car-parking and cycling provision; local public transport information, maps and timetables; information on alternative methods of transport to the workplace, e.g. car sharing schemes; local 'green' transport facilities.

Consider the information with additional information on accessible transport, such as the availability of accessible buses, trains and the location of drop off areas. Where are the disabled parking, cycle spaces located on site? How far is the public transport from the building?

Also how the transport information is provided, is it accessible to all staff and visitors?

Is this information publicly available to plan visits in advance?

Facilities Management

As above, plus information on conditions of access, maintenance and appropriate use of car parking and cycling facilities, e.g. number of spaces provided.

Are there any implications for management for the accessible parking or access to the building?

Materials & Waste Policy

General User

Information on the location of recyclable materials storage areas and how to use them appropriately.

Is the recyclable area located in an accessible location? And designed so that it can be used by everyone?

Is the information on how to use them and where they are sited provided in a format for all users?

Facilities Management

As above, plus information on recycling, including recyclable building/office/fit out components, waste storage and disposal requirements; examples of Waste Management Strategies and any cleaning/maintenance requirements for particular materials and finishes.

Re-fit/Re-arrangement Considerations

General User

An explanation of the impact of re-positioning of furniture, i.e. may cover grilles/outlets, implications of layout change, e.g. installation of screens, higher density occupation etc.

Is this available in accessible formats?

Have the implications of changes been explained in terms of environmental and social impact? For example the need to explain how rearranging layouts may impact on other users, such as those who are visually impaired.

Facilities Management

As above, plus environmental recommendations for consideration in any refit.

Relevant issues covered in BREEAM should be highlighted, e.g. the use of natural ventilation, use of Green Guide 'A' rated materials, reuse of other materials etc., the potential impact of increasing occupancy and any provision made in the original design to accommodate future changes.

Reporting Provision

General User

Contact details of FM/manager, maintenance team, and/or help desk facility; and details of any building user group if relevant.

This information will be important. Who do users contact for specific information relevant to them? If some extra assistance is required or alterations made to facilities who and how does this need to be communicated to? How will the alarm systems work and who will respond to call out?

If hearing loops are fitted how are they to be used? If portable loops or any other equipment is available for users, how is this booked and who from?

Facilities Management

As above, plus contact details of suppliers/installers of equipment and services and their areas of responsibility for reporting any subsequent problems.

The facilities management team need to be fully aware of the implication of the strategies for the building in terms of accessible design. What are the management and maintenance issues?

Lift repairs and the implications of this if this is relied on for access.

Training

Details of the proposed content and suggested suppliers of any training and/or demonstrations in the use of the building's services, features and facilities that will be needed. This could include:

General User

Training in the use of any innovative/energy saving features.

Where training is offered is the venue accessible? If arrangements need to be made for training for those with visual and hearing impairments has this been considered?

Is there training on the use of hearing loops and other features of the building?

Facilities Management

As above, plus training in emergency procedures and setting up, adjusting, and fine-tuning the systems in the building.

Links & References

This should include links to other information including websites, publications and organisations. In particular, the 'Carbon Trust' programme should be referenced and links provided to its website and good practice guidance.

General

Where further technical detail may be required by the FM Team or manager there should be references to the appropriate sections in the Operation and Maintenance Manual.

Building Log Book

The Building Regulations Part L requires the provision of a 'Building Log-Book' to the owner and/or occupier of the building. In addition on completion, the Construction Design and Management Regulations require the Health and Safety file to be passed onto the building user.

Emergency Egress

Specify what the policy is in event of an emergency.

This is important to all users but will have specific implications in terms of wheelchair users who may need to use refuges. Has this information been communicated and what communication from the refuges and to who.

Has the emergency evacuation been considered from different users perspectives and is it regularly reviewed?

Who in the building is responsible for the evacuation of people to a place of final safety? Will

evacuation chairs be part of this strategy and are building users and staff aware of the location and been trained in the use of them?

Are there Fire wardens for the building and how will this impact on the strategies?

Has the Emergency strategy been reviewed for the implications of lone working?

Communication

It is important to consider how the information provided to users of the projects is thought about and communicated. All information should be reviewed with inclusive design principles as an additional consideration. This should then be regularly reviewed.

Communication techniques

Specify how information is provided for all building users.

Have alternative formats been considered for the provision of information? Have all users been considered? For example, audio as well as visual communication

Is information provided in accessible locations? For example, notice boards.

This template is offered for guidance purposes and is to be used in conjunction with the mandatory Design and Access Statement required for most planning applications.

This template can be used as an Access Statement as part of your planning application to explain the design and management of your project and how it facilitates access. Its completion is required as part of the application but does not grant immunity from legal challenge under the Disability Discrimination Act or affect your responsibilities under Part M or Part B of the Building Regulations.

