Appendix 1 -

Integrating diversity and inclusion into the built environment

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Integrating diversity and inclusion into the built environment

Applying the framework in practice

✔ It sets the standard we aspire to, for all LCC buildings

✔ It applies equally for members of the public and our own workforce

✔ It applies to all buildings that we own, lease, or commission through

✔ It strikes a balance between aspiration, practicality and cost

✔ It is informed by our wider asset strategy

✔ It will identify quick wins that should apply in every building, straight away

✔ It sits at the heart of our Changing the Workplace modernisation programme

✔ A level of investment will be needed to realise the changes we need

✔ It's a long term commitment to our staff and communities

Meeting the aspirations of a modern, forward thinking, and inclusive council.

Introduction

The Best Council Plan 2016-17 affirms this ambition of reducing inequalities by both promoting economic growth and being a compassionate city, with everything the council does having a clear focus on tackling poverty and inequalities.

This document outlines a Council wide standard for high quality inclusive design principles with examples of their practical application to be applied to all of its buildings, in response to the needs of the changing demographic of the City.

This work builds on the efforts and achievements to date and very much supports our ambitions around being Child and Dementia Friendly and being a Great City to Grow Old in.

Achieving inclusivity and equality in terms of access for disabled people is crucial to Leeds City Council (LCC) achieving these objectives as well as benefiting wider communities in Leeds.

This document recognises the importance of creating a high quality inclusive and accessible environment, and eliminating barriers for both LCC employees and service users, resulting in buildings and environments which are fit for purpose, modern, accessible and inclusive.

It should be a priority for everyone involved in shaping the built environment for LCC, to adopt an inclusive approach, integrating the needs of our diverse population (including, however not limited to access for disabled people) into schemes and developments at the earliest possible stage. The Annual Report 2015 from the Director of Public Health described how the built environment and good urban design can contribute to better health outcomes. Experience has shown that if an inclusive design approach is not incorporated into a scheme from the outset, essential features can be overlooked and end up being dealt with as an 'add on' at a later stage, resulting in a compromised and poor design solution.

This guidance document is intended for use by professionals involved in the development process for LCC buildings or services, to ensure that developments:

    a) Can be used safely, easily and with dignity by all
    b) Are convenient and welcoming with no disabling barriers, so everyone can use them independently without undue effort, separation or 'special treatment'
    c) Are flexible and responsive taking account of the varying needs of people

This document aims to assist people involved in the development process in ensuring that inclusive design principles and design and management issues are

considered in the refurbishment of an existing building or in the planning of a new build in terms of LCC office/customer facing accommodation.

It will take the form of background information on inclusive design and LCC's adopted approach, and will provide focussed information sheets on 'practical application considerations', providing more detailed guidance on certain aspects of the built environment.

This will be followed by an 'inclusion and diversity building schedule' which cites/ lists off key considerations and prompts which may be applicable (depending on the type of building) and should be considered.

Inclusive design principles

Leeds aspires to have a 'Strong economy and compassionate city', but recognises despite successes, a range of inequalities – including health, mortality, education, skills and income levels - persist across the city. Leeds City Council recognises that the built environment (buildings, transport and services) can affect equality by making services accessible to everyone by taking account of their different and diverse needs.

Therefore, this section aims to highlight Leeds City Council's adopted approach to inclusive design. This, in part, is informed by the principles and theories of the 'social model of disability' which draws distinctions between impairment and disability, and a concept that someone's impairment does not have to lead onto them experiencing disability.

- Impairment refers to someone's physical, sensory, intellectual or psychological variation(s)
- Disability is used to describe the restrictions, barriers and disadvantage caused by society for people with said impairments - when society fails to take account of, include or plan for them

For example, under the social model of disability, if someone required level access into a building and only a stepped approach were provided- the 'blame' would not be placed on the individual, but on the building design for not providing for the diversity of population which exists- including people who require level access.

Leeds City Council recognises that using the social model can help identify solutions to the barriers that not only disabled people but also other protected characteristic groups can encounter or experience.

With the introduction of the Equality Act 2010, Leeds City Council recognises that in addition to its duties and obligations as a service provider, it has additional duties under this legislation, as a public body, namely:

The Equality Act
Public Sector Equality Duty:
Section 149 of the Act imposes a duty on 'public authorities' and other bodies when exercising public functions to have due regard to the need to:
a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act
b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Further guidance on this aspect of the Act is provided by the EHRC and can be found at:
http://www.equalityhumanrights.com/sites/default/files/documents/PSD/technical_guidance_on_the_public_sector_equality_duty_england.pdf

Using the principles of the Equality duty Leeds City Council continues to embed equality and diversity to build on the progress it has made, to ensure equality and diversity is in both service provision, employment and its built environment. To this end it recognises that, when initiating a design process, it is important to adopt an inclusive design approach. Inclusive design principles are seen as an effective way of ensuring that everyone in society can access and use buildings, places and spaces easily, comfortably and with dignity, mainstreaming and making inclusion an 'essential' component in the design process.

The National Planning Policy Framework defines inclusive design as:

"Inclusive design: Designing the built environment, including buildings and their surrounding spaces, to ensure that they can be accessed and used by everyone." (http://planningguidance.planningportal.gov.uk/blog/policy/achieving-sustainable-development/annex-2-glossary/)

buildings or spaces, enabling everyone to use the development safely, easily and with dignity, regardless of disability or impairment. Developments should be welcoming flexible and convenient, providing choice and where a single design solution cannot accommodate all users- a number of suitable solutions are provided which avoid unnecessary effort, separation or segregation.

Many people, including older people, parents and carers with push chairs and people who do not consider themselves to be disabled, often benefit from improved accessibility.

An inclusive design approach should ensure developments which are future proofed and which enable independent access are created which work with minimal management intervention, going beyond minimum design standards to ensure high quality environments are created.

Design Council CABE provides the following statement on inclusion and inclusive design:

An inclusive society is one that leaves no one behind
Inclusive environments are places that work better for everybody- whether that place is a school, office, park, street, care home, bus route or train station. An inclusive approach to planning, design and management is an opportunity to use creativity and lateral thinking to make places that reflect the diversity of people who want to use them.
Inclusive environments are:
- Welcoming to everyone
- Responsive to people's needs
- Intuitive to use
- Flexible
- Offer choice when a single design solution cannot meet all user needs
- Convenient so they can be used without undue effort or special separation and so that they maximise independence

Crucial to this is consultation with user groups, putting people who represent a diversity of age, ability, gender and community at the heart of the design process.

Inclusive design is the responsibility of everyone who works in the built environment: planners, those who commission new buildings and places, access consultants, designers, architects, engineers, surveyors, property owners and facilities managers. (http://www.designcouncil.org.uk/projects/inclusive-environments)

Inclusive design principles should be applied to LCC workplaces, public buildings and places from which services are commissioned, to go beyond minimum standards to ensure that staff and members of the public, regardless of age, disability, sexual orientation, race, religion or belief, gender or gender identity can enjoy equality of access and a barrier free environment/ experience.

Inclusive design application note 1. toilets

Toilets for a range of users should be provided. Solutions should be designed and agreed on a case by case basis depending on the area that they serve to ensure a successful and schedule of toilet accommodation is achieved.

Consideration should be given to the provision of:

Unisex disabled persons/ accessible toilet	
Design guidance: Approved Document M of the Building Regulations Section 5. Use: disabled people with a range of impairments. Unisex element allows people who need to be accompanied/ assisted by someone of the opposite gender to use this facility. Should _not_ incorporate baby change facilities. Choice of left and right handed transfer where more than 1 provided. If 'sole toilet facility' should be widened to incorporate standing height hand wash basin (Approved Document M of the Building Regulations).	
Ambulant toilet cubicles within separate sex accommodation	
Design guidance: Part M of the Building Regulations Section 5 Use: for people with ambulant mobility difficulties, people with bags or luggage, those assisting children, or people who require additional space or support.	

Wider cubicles within separate sex accommodation	
Design guidance: Approved Document M of the Building Regulations Section 5 Use: (if 4 or more cubicles in separate-sex toilet accommodation) an enlarged cubicle for use by people who need extra space, baby change facilities could also be incorporated into this cubicle.	
Gender neutral toilets	
Use: for people who do not identify with a particular gender, or for those transitioning. If not provided- this can lead to people who require such a facility using the unisex accessible toilet. Proposed developments and major refurbishment schemes should incorporate a level of gender neutral toilet facilities.	
Family toilet facilities	
Use: for families for whom the ambulant toilet cubicles and wider toilet cubicles (above) are not suitable for, possibly larger families or those who need additional space for push chairs etc. Should be off communal area not gender specific toilets to allow range of user combinations.	
Baby change facilities	
Design guidance: BS8300. Baby change facilities should be accessible, however should not be in the unisex disabled persons toilet facilities, as if in use by someone changing a baby- disabled people who have no choice but to use the disabled persons toilet may have to wait a considerable time.	

Changing Places toilets
Design guidance: BS8300   Changing Places toilets are provided for people with profound and multiple disabilities who require the assistance of 1 or more carers in a toilet. They contain a height adjustable change bed, sink, hoist and peninsular layout toilet. They do not replace the need for a unisex disabled person's toilet as they are designed specifically for assisted use.

Inclusive design application note 2. Quiet contemplation and prayer rooms

Consideration should be given to religion, or belief and culture. People of a religious faith may wish to follow certain rituals at particular times of the working day and week or to mark particular religious festivals.

The purpose of a quiet contemplation and prayer room is to provide a calm, clean and neutral environment for prayer, contemplation and quiet reflection.

The space should as far as possible be neutral to reflect the diversity of people who may wish to use it. Some users may wish to kneel, so comfort of the floor finish should be a consideration.

Storage facilities for items such as prayer mats or cushions should be factored into any designs.

Washing facilities should be provided within the room to enable users to wash if they wish to do so. These facilities should offer the opportunity to wash both the upper body and feet, and should ideally be 'sectioned off' from the rest of the room given that the space will be a generic prayer and contemplation room.

Where provided such a room should be for the exclusive use of contemplation, prayer and meditation, and should not 'double up' with other uses (for example medical facilities) to ensure it is available when required by users of the building.

Inclusive design application note 3. Colour/ visual contrast

Colour/ visual contrast can be a very useful tool in terms of assisting orientation and navigation around a building.

The definition of visual contrast as found in Approved Document M of the Building Regulations states:

"Contrast visually, when used to indicate the visual perception of one element of the building, or fitting within the building, against another means that the difference in light reflectance value between the two surfaces is greater than 30 points."

Visual contrast is essential for many users, including but not limited to blind and partially sighted people, to successfully, safely and independently navigate and use a place or space.

Surface finishes in a variety of lighting conditions should also be carefully considered to reduce the effect/ impact of reflections or glare.

Approved Document M guidance on colour/ visual contrast:

Door/ corridors	
"Provisions 3.1 Internal doors will satisfy Requirement M1 or M2 if: e. all door opening furniture contrasts visually with the surface of the door; f. the door frames contrast visually with the surrounding wall; g. the surface of the leading edge of any door that is not self-closing, or is likely to be held open, contrasts visually with the other door surfaces and its surroundings;"	Poor contrast example:
Toilet accommodation	
Sanitary accommodation generally…" Provisions 5.4 Sanitary accommodation will satisfy Requirement M1 or M3 if: k. the surface finish of sanitary fittings and grab bars contrast	Poor contrast in toilet example (plus poorly designed layout):

visually with the background wall and floor finishes, and there is also visual contrast between wall and floor finishes" Contrasting toilet seats also assist many users in locating and using the toilet.	

Glazing manifestations	
Design guidance: BS8300:2009: "The presence of a glass door, or a fully glazed door with a narrow stile, should be made apparent, with permanent manifestation within two zones, from 850 mm to 1 000 mm from the floor and from 1 400 mm to 1 600 mm from the floor (see **9.1.5**), contrasting visually with the background seen through the glass in all light conditions (see **9.1.1**). The edges of a glass door should also be apparent when the door is open. If a glass door is adjacent to, or is incorporated within, a fully glazed wall, the door and wall should be clearly differentiated from one another, with the door more prominent."	Example of poor glazing visibility/ manifetstations:

Inclusive design application note 4. Emergency evacuation

The fire safety Regulatory Reform (fire Safety) Order 2005 http://www.legislation.gov.uk/uksi/2005/1541/article/10/made applies to most premises and all office premises, under this there is a requirement to consider the needs of a range of users including disabled people with regard to means of escape in the case of fire. This applies to new and existing premises and where there are 5 or more people employed a written risk assessment is required. There are guidance documents produced by the Home Office which provide advice to assist in the preparation of suitable risk assessments, and it suggests that Personal Emergency Evacuation Plans should be developed for anyone who is likely to be in the premises and there should be General Emergency Evacuation Plans for visitors.

Consideration should be given to the safe evacuation of employees and visitors with a range of impairments, including people who require level access/ wheelchair users who cannot transfer out of their own wheelchairs into an alternative evacuation device.

Independent evacuation is always preferable to assisted evacuation, as it gives employees the opportunity to work flexibly, not having to rely on others being in the work place at the same time to assist if required.

Fire evacuation lifts, or lifts that can be used in an emergency evacuation situation generally provide the most suitable option for many disabled people- in particular people who require level access.

Some disabled people are not able to transfer from their wheelchairs into an evacuation chair type device, alternative solutions may need to be sought.

Communication with, and the evacuation of people with sensory impairments should also be considered, for example staff or visitors who are blind or partially sighted, or deaf or hard of hearing. Flashing beacons can be an effective method of altering people who are deaf or hard of hearing of an evacuation situation. Additional aids, for example vibrating pagers linked into the fire alarm system could be provided where flashing beacons are not.

To proposed developments and schemes to which major refurbishment works buildings are proposed, fire evacuation lifts should be provided.

Inclusive design application note 5. Aids to communication

Approved Document M of the Building Regulations explains that:

Aids to communication

Design considerations

4.31 People will benefit most if there is an integrated system for wayfinding, public address and hearing enhancement.

4.32 The appropriate choice of floor, wall and ceiling surface materials and finishes can help visually impaired people appreciate the boundaries of rooms or spaces, identify access routes and receive information. For example, glare and reflections from shiny surfaces, and large repeating patterns, should be avoided in spaces where visual acuity is critical as they will hamper communication for people with impaired vision and those who lip read or use sign language. This would apply to locations such as reception areas with enquiry desks and speakers rostrums in lecture halls.

4.33 The type and quality of public address, hearing enhancement and telephone systems should be chosen carefully to ensure intelligibility. The design of the acoustic environment should also ensure that audible information can be heard clearly.

4.34 Artificial lighting should be designed to give good colour rendering of all surfaces, without creating glare, or pools of bright light and strong shadows. Where appropriate, lighting should illuminate the face of a person speaking, to make lip reading easier where one-to-one communication is necessary. Uplighters mounted at low or floor level can disorientate some visually impaired people and should be avoided.

4.35 in order to obtain the full benefit of attending public performances or taking part in discussions, a person with impaired hearing needs to receive a signal that is amplified in both volume and signal to noise ratio. The three systems commonly used to provide this enhanced level of sound are induction loop, infrared and radio…It should be recognised that there is the danger where adjacent spaces each have an induction loop system that the signals may overlap."

Approved Document M, Volume 2. Access to and use of buildings.

Hearing enhancement systems

The presence of an induction loop or infrared hearing enhancement system should be indicated by the standard symbol to ensure people are aware of the availability of the facility:

Places and spaces should be assessed on a case by case basis to establish the most suitable system of and level of hearing enhancement.

Generally, and where technically achievable, fixed hearing enhancement systems rather than portable systems should be provided as these minimise maintenance requirements and the likelihood of 'human error', for example units not being charged.

Someone requiring the use of such a system should wherever possible not be limited in their choice of meeting rooms, interview rooms, or reception points or desks.

Where major refurbishment works are proposed and proposed developments should provide a comprehensive hearing enhancement system incorporating appropriate fixed solutions which do not 'limit' people's choice in terms of use of the building or its spaces or facilities.

Inappropriate floor coverings

Example of inappropriate floor covering choice (heavily repeating pattern) which could be visual disorientating, and potentially dangerous:
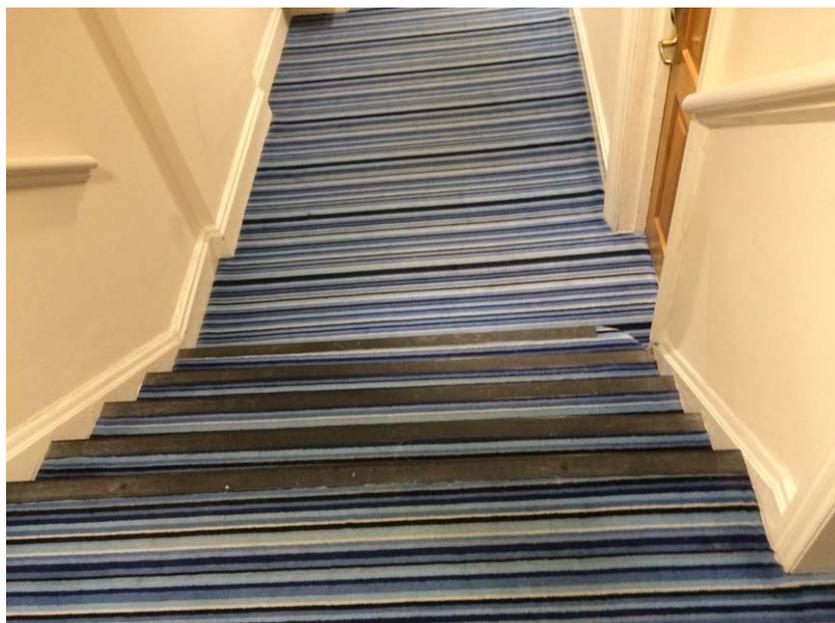
Inclusion and diversity key considerations

The purpose of the inclusion and diversity key considerations (below) is to assist in assessing proposed and existing buildings in terms of an inclusive design approach/ their suitability for a diverse population.

Not all of the points featured in this schedule will be relevant to all buildings/ services, and it should not be seen as an exhaustive or fully comprehensive list.

Consideration to each of the points should however be given, and the comments/ justification column can be used to provide further information and explain any decisions as to whether the feature in question is provided or not.

Proposed developments and major refurbishment projects should aim to achieve all relevant key considerations to ensure an inclusive and future-proofed development.

The key considerations can also be used as a guide when assessing the accessibility and inclusivity of existing building stock.

1. Arrival and entrance arrangements		Included in development		Comments/ justification
		Yes	No	
1.1	**Approach**			
1.1.1	All users are able to approach the building and its entrances via the same route and in the same manner			
1.1.2	Beyond the site boundary, the building is accessed via a comprehensive network of dropped kerbs and tactile paving.			
1.1.3	Beyond the site boundary, the building can be approached via the provision of level access routes from nearby pedestrian routes, car parking and public transport nodes.			
1.1.4	There are no external ramps, steps or changes in levels (unless unavoidable due to flood levels)			
1.2	**Parking**			
1.2.1	Suitable levels of disabled persons parking have been provided/ are available close to the building entrances for both visitors and staff member.			
1.2.2	If parking has been provided as part of the development the correct proportion of bays has been provided in accordance with 4.2.1.2. Of BS8300:2009 + A1:2010			
1.3	**Drop off/ pick up points**			
1.3.1	The designated setting down points for disabled passengers are provided on firm and level ground, are clearly indicated and are close to the principal entrance to the building.			
1.4	**Pathways**			
1.4.1	Pathways and pedestrian routes to the building are convenient and suitable for everyone to use with suitable widths, surface finishes, gradients and passing places (where required) in accordance with BS8300:2009 + A1: 2010 Ch. 5.			
1.4.2	The shallowest possible gradients of paths and pedestrian routes to the building have been achieved.			

1.4.3	Paths and pedestrian routes have a suitable, firm surface finish.			
1.4.4	All pathways to the building are unobstructed.			
1.5	**Entrance points**			
1.5.1	The main entrance to the building is recognisable and easy to identify via its design, without the use of signage or additional directions.			
1.5.2	All potential users are able to enter the building via the same entrance point/ door.			
1.5.3	Any additional door entry systems such as entry phones, digital locks and turnstiles/ security barriers should be accessible and usable for a range of users.			
1.6	**Doors and lobbies**			
1.6.1	All entrance doors have been designed with the correct effective clear opening widths, door openings/ operation mechanisms, the correct manifestations (to glazed doors/ walls) and the correct levels of contrast in accordance with BS8300:2009 + A1 2010, Chapter 6.			
1.6.2	Lobbies have been designed to incorporate suitable dimensions in accordance with 6.3.6.2 and Figure 10 of BS8300:2009 + A1:2010 which will ensure that a variety of users, including wheelchair users, people with pushchairs, people using assistance dogs or other mobility aids can use them.			

2. Reception points		Included in development		Comments/ justification
		Yes	No	
2.1	**Welcome**			
2.1.1	The reception point provided is suitably designed, welcoming and usable for a variety of customers and staff members.			
2.1.2	Where adaptations are required to reception areas, consideration should be given to review security taking account of the Information Commissioners Office (ICO) requirements for information security, principle 7. (Please see section 10.3.1 – *Safety and Security*)			
2.2	**Logical route**			
2.2.1	The reception area is clearly laid out with a logical and clear route to any reception counters or desks and to the next stage of a user's route/ journey.			
2.2.2	The reception counters are easily identifiable due to their design and location.			
2.3	**Suitable queuing systems**			
2.3.1	There are suitable queuing systems and barriers that are recognisable and detectable for a variety of users, including blind and partially sighted people in accordance with guidance found in BS8300:2009 + A12010 7.1.2			
2.4	**Inclusive design for reception counter**			
2.4.1	All reception counters and desks provide variety of surface heights and suitable space and knee space for a variety of users in accordance with guidance provided in BS8300:2009 +A1 2010 11.1			
2.4.2	The reception points have been designed to aid effective communication for a variety of users, e.g. lip reading, in accordance with the guidance in BS8300:2009 + A12010 7.1.2			
2.5	**Interview rooms**			

2.5.1	The interview rooms provided satisfy the minimum dimensions required by BS8300:2009 +A1 2010 11.1.10			
2.6	**Hearing enhancement systems**			
2.6.1	The most suitable fixed hearing enhancement systems for example; hearing loops, infrared or Bluetooth systems, are installed (depending on the rooms and technology available).			
2.7	**Seating**			
2.7.1	A variety of seating options have been provided in reception areas for example seating which provides back rests/ support and arm rests.			

3. Circulation space		Included in development		Comments/ justification
		Yes	No	
3.1	**Adequate circulation space , corridors and passageways**			
3.1.1	Adequate circulation space is provided to ensure a range of users can be accommodated and travel around the building with ease in accordance with BS8300:2009 + A1 2010 7.2			
3.2	**Lighting**			
3.2.1	There is suitable lighting to ensure that the environment is suitable for a range of users including the blind and partially sighted people.			
3.3	**Colour contrast**			
3.3.1	Adequate colour contrast, in accordance with Part M of the Building Regulations is provided in sanitary facilities, between walls, floors, doorframes and doors.			
3.4	**Obstructions**			
3.4.1	Obstructions in circulation areas have been avoided			

4. Emergency evacuation		Included in development		Comments/ justification
		Yes	No	
4.1	**Means of escape for a variety of users**			
4.1.1	Means of escape for a range of users including disabled people has been considered.			
4.1.2	Personal Emergency Evacuation Plans have been written for disabled employees in the building.			
4.1.3	A General Emergency Evacuation Plan has been written for visitors to the building.			
4.2	**Alarm alerting systems**			
4.2.1	A range of alarm alert systems are provided suitable for a range of users, for example flashing beacons.			
4.3	**Independence**			
4.3.1	As independent as possible evacuation procedure has been provided for all employees that minimises the reliance on others being in the same workplace at the same time to assist.			
4.4	**Fire lifts**			
4.4	Fire evacuation lifts, or lifts that can be used in an emergency evacuation situation have been considered/ provided.			

5. Vertical circulation		Included in development		Comments/ justification
		Yes	No	
5.1	**Stairs**			
5.1.1	The Stairs have been designed in accordance with the latest design guidance.			
5.2	**Lifts**			
5.2.1	Lifts are easy to identify and located in recognisable and prominent positions.			
5.2.2	Lifts are large enough to accommodate a range of users, including those using larger wheelchairs or people who require the assistance of others whilst travelling in a lift.			

6. Public spaces/ seating areas		Included in development		Comments/ justification
		Yes	No	
6.1	**Public spaces seating areas**			
6.1.1	There are a range of seating options for a range of users (guidance can be found in BS8300:2009 + A1 2010 11.2)			
6.2	**Arm and back rests**			
6.2.1	Arm rests and back rests have been incorporated into the range of seating options (chairs or seating)			
6.3	**Clear access to seating and colour contrast**			
6.3.1	Access to and within seating areas is direct and unobstructed			
6.3.2	The seating contrasts visually with the background against which it is seen to ensure that they are recognisable for a range of users.			
6.4	**Acoustic environment**			
6.4.1	The material choices for ceiling wall and floor materials are informed by the guidance in BS8300:2009 + A1 2010 9.1 to provide for the most effective acoustic environment.			
6.5	**Surface finishes**			
6.5.1	There are no patterned wall surfaces located behind enquiry desks, speaker's rostrums and similar spaces.			
6.5.2	Variations in the patterns of wall and floor coverings is kept to a minimum.			
6.5.3	Service outlets, light switches and other functional elements on the surfaces of walls are distinguishable from the surrounding surfaces			

6.8	**Floor surfaces**			
6.8.1	Highly reflective floor finishes have been avoided.			
6.8.2	Variations in the pattern of floor coverings is kept to a minimum or avoided.			
6.8.3	All floor surfaces offer a level of slip resistance finish that can provide a firm foothold and good wheel grip under normal conditions of use.			
6.8.4	Adjacent floor surfaces have a similar level of slip resistance.			
6.9	**Entrance matting**			
6.9.1	All entrance matting (where provided) does not constitute a barrier for any users including wheelchair users and satisfies the guidance found in BS8300:2009 + A1 2010 9.1.3			
6.10	**Glazed screening, walls and doors**			
6.10.1	Glazed screens, walls and fully glazed doors have only been used when displaying the correct glazing manifestations specified by BS8300:2009 + A1 2010 6.3.6.3, 6.4.4 and 9.1.5.			
6.11	**Signage**			
6.11.1	There is suitable signage, located in visible, readable and prominent positions which has been designed in accordance with 'Sign design Guide, a Guide on Inclusive signage' (Barker and Fraser) and chapter 8 of 'The Accessible office' (2005)			

7. Meeting rooms/ booths		Included in development		Comments/ justification
		Yes	No	
7.1	**Hearing enhancement technology**			
7.1.1	All meeting rooms incorporate suitable fixed hearing enhancement technology (this is in the form of a hearing loop, infrared or Bluetooth system depending on the room and technology available)			
7.2	**All rooms large enough for wheelchair users to use and access when furnished**			
7.2.1	All meeting rooms (regardless of size) have suitable internal space once furnished to ensure a range of users can access and use the room- including wheelchair users as set out in BS8300:2009 + A1 2010 Figure 30.			

8. Toilets		Included in development		Comments/ justification
		Yes	No	
8.1	**A variety of toilet facilities**			
8.1.1	Toilets for a range of users have been provided. The designed solution for the specific building has been agreed and has taken into account the area that it serves (public or office accommodation) and ensures a successful scheme in terms of toilet provision.			
8.2	**General toilet accommodation**			
8.2.1	Within the general toilet accommodation the correct proportion of 'ambulant disabled person's toilets' and 'wider toilet cubicles' has been provided in accordance with Approved Document M of the Building regulations (access to and use of buildings).			
8.3	**Facilities for disabled people**			
8.3.1	There are a suitable number of designated disabled persons toilets provided			
8.3.2	(Where there is more than one disabled persons toilet) a choice of left or right handed transfer option provided for users and the transfer side is provided and this indicated on signage before someone enters the toilet.			
8.4	**Changing place toilets**			
8.4.1	If the building is of 'significant size' and provides public facing services a 'changing Places' toilet could be provided- for further guidance on suitable buildings, locations and designs, see BS8300.			
8.5	**Baby change facilities**			
8.5.1	There are accessible baby change facilities provided in accordance with BS8300:2009 + A1:2010 12.5			
8.5.2	All Baby change/ family facilities are accessible to all users and incorporate an area for mothers to breastfeed.			

8.5.3	Baby changing facilities are not incorporated into a unisex WC and are provided in separate rooms.			
8.6	**Family toilet facilities**			
8.6.1	If the building is publicly accessed and of a suitable size, there is a 'family toilet' (and not provided within single sex facilities) provided which included sufficient space for adults to assist young children; outward opening cubicles; smaller sized child/ junior/ infant toilets; be able to accommodate pushchairs; and be accessible for disabled people			
8.9	**Travelling distance requirements**			
8.9.1	All disabled persons toilets are located to satisfy the travelling distance requirements in Approved Document M of Building Regulations.			
8.10	**Colour contrast in sanitary facilities**			
8.10.1	There is good colour contrast between sanitary ware, walls and floors, doors and any grab rails and toilet seats.			
8.11	**Gender neutral toilet facilities**			
8.11.1	There are gender neutral washing and toilet facilities available within public and offices areas of the building.			

9. Quiet contemplation and prayer rooms		Included in development		Comments/ justification
		Yes	No	
9.1	**Religion, belief and culture**			
9.1.1	At least one private room is set aside in a quiet part of the building to enable those who wish to gather to sit, meditate, pray or mark their religious rituals to do so.			
9.2.2	These rooms are comfortable with a seated area and a carpeted floor space.			
9.2.3	There are no religious images or symbols provided in the room			
9.2.4	Items such as candles or incense sticks should not be allowed in the room.			
9.2	**Prayer timings**			
9.2.1	Respect and understanding should be reached over the use of the room at busier times (such as Ramadan)			
9.3	**Washing facilities**			
9.3.1	Washing facilities are provided which allow users to wash both upper body and feet.			
9.3.2	Washing facilities are 'screened off' from the general room space.			
9.4	**Storage**			
9.4.1	A lockable pedestal or cupboard has been provided in the room for the storage of any religious items/ icons.			
9.4.2	Shelving should be provided suitable for the storage of larger items such as prayer mats.			

10. Staff facilities		Included in development		Comments/ justification
		Yes	No	
10.1	**Access to staff facilities**			
10.1.1	All areas of the building used by LCC staff are accessible and inclusive including showers, locker areas, and kitchen facilities as well as to offices, meeting rooms and storage areas.			
10.2	**Power points**			
10.2.1	There are locations identified with power points which could be used to re-charge battery units in electric wheelchairs or mobility scooters. This area should not be on a corridor or cause an obstruction.			
10.3	**Safety and security**			
10.3.1	Where installed, barrier entry system solution should be inclusive (not a 'pass' gate to side of turnstiles).			
10.4	**Kitchen facilities**			
10.4.1	The kitchens have been designed to be accessible for a range of users including disabled people.			
10.4.2	The kitchen are suitably located within the storey and located in similar places on each floor to aid navigability and way finding.			
10.4.3	Provision should be made to enable the secure chilled storage of medication (e.g. insulin), or expressed milk for mothers when breast feeding children.			
10.5	**Rest areas**			
10.5.1	Rest areas should be considered in both public and staff spaces for a variety of uses: a private space to administer medication, a quiet space to calm down if having a panic attack, to breast-feed or express milk, a space to rest if affected by fatigue. Where provided, these spaces should be accessible for a range of users, afford privacy but not be overtly 'medical' in appearance.			

		Included in development		Comments/ justification
10.5.2	For large buildings, it is recommended that several rest-rooms/areas be allocated to meet the needs of employees and visitors. The location of these spaces should be away from main circulation places such as kitchens or lifts.			

11. Workstations and office environments		Included in development		Comments/ justification
11.1	**Design and layout**			
11.1.1	Environments/ layouts have been designed to be inclusive from the outset. It is not expected that a disabled person would have to request an alteration at a later date.			
11.2	**Access beyond immediate working area**			
11.2.1	All employees including disabled people are able to access all areas including areas where other colleagues are located.			
11.3	**Lighting**			
11.3.1	A suitable lighting scheme has been designed from the outset and is in line with the guidance 'The Accessible Office: designing the inclusive workplace. JMU Access Partnership. RNIB 2005.' which considers avoidance of glare, lighting levels, distribution of lighting and task lighting.			
11.4	**Daylight**			

11.4.1	Daylight into the office environments is able to be controlled as per the Guidance in 'The Accessible Office' 2005.			
11.5	**Colour schemes/contrast**			
11.5.1	Colour schemes and colour contrasts have been provided in line with guidance 'The accessible Office' 2005, BS8300 and Part M of the Building Regulations.			
11.6	**Hearing enhancement**			
11.6.1	The relevant hearing enhancement technology and acoustic environment has been provided.			
11.7	**Furniture**			
11.7.1	There are height adjustable desks available.			
11.7.2	Desks surfaces are plain			
11.7.3	Desks are matt in finish and are not white.			
11.7.4	Desk finishes contrast with desktop equipment			
11.7.5	There is suitable knee space that accommodates wheelchair users i.e. no trestles or under-desk obstructions			

12. Meeting rooms		Included in development		Comments/ justification
		Yes	No	
12.1	**Hearing enhancement**			
12.1.1	All meeting rooms are fitted with a suitable fixed hearing enhancement system.			
12.2	**Seating**			
12.2.1	There is a suitable range of seating provided in meeting rooms including some seating which incorporates both back rests and arm rests.			
12.3	**Turning spaces**			
12.3.1	There is adequate turning spaces for wheelchairs users and also benefits people with ambulant mobility difficulties and people using assistance dogs is provided in meeting rooms as per BS8300:2009 + A1: 2010 annex C.			
12.4	**Colours**			
12.4.1	All meeting rooms have appropriate colour schemes and adequate level of colour contrast as per the guidance 'The Accessible Office' 2005 and BS8300:2009 + A1 2010			

13. Signage		Included in development		Comments/ justification
		Yes	No	
13.1	**Key to usage of the building**			
13.1.1	There is appropriate signage in the building so that people do not have to ask for directions.			
13.2	**Content**			
13.2.1	All signage have been written concisely and in Plain English, using symbols where appropriate.			
13.3	**Design**			
13.3.1	The signage schedule in terms of sign design, positioning and location is consistent throughout the building - on all levels.			
13.3.2	All signage has been designed in accordance with the latest guidance 'Sign design guide a guide to inclusive signage (Barker and Fraser) and Chapter 8 of 'The Accessible Office' (2005)			
13.4	**Lighting**			
13.4.1	All signs in the building are well lit.			
13.5	**Colour coding**			
13.5.1	All colour coding in relation to building features (e.g. Toilets) are echoed in the signage.			
13.6	**Floor plan**			
13.6.1	There is a large clear floor plan provided.			

14. Maintenance		Included in development		Comments/ justification
		Yes	No	
14.1	**Clear maintenance programme**			
14.1.1	All equipment required to ensure safe access and inclusion is maintained and checked regularly.			
14.1.2	There is a maintenance programme in place with identified responsible officers to test, report and re-test.			
14.1.3	There is a specific budget to allow for maintenance and repair of items subject to wear and tear which might impact on access for disabled people.			
14.1.4	There is a contingency budget for the purchase of additional items as required to promote access and inclusion.			

Useful reading/ bibliography

Approved Document M Access to and use of buildings, HMSO, 2004 Edition incorporating 2010 and 2013 amendments, ISBN 978 1 85946 487 8.

BS8300:2009 + A1 2010 Design of buildings and their approaches to meet the needs of disabled people.

Colour and Contrast, ICI/University of Reading

A design guide for the use of colour and contrast to improve the built environment for visually impaired people

RNID, Information, equipment, issues relating to deafness and hearing loss.

Disability Discrimination Act 1995 and 2005. Code of Practice

The Equality Act 2010.

RNIB, 2001, guidance leaflets on clear print and alternative formats

Sign Design Guide, a guide to inclusive signage, JMU and the Sign Design Society. RNIB.

LCC, Equality, Diversity, Cohesion and Integration Impact Assessment for the Provision of Standard Furniture Offering and Guidance, dated: 29.10.13

"The Accessible Office: designing the inclusive workplace." (2005) Produced by JMU Access Partnerships and sponsored by the British Council for Offices.