An introduction to Inclusive Environments

What, why, who, when and how?

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An introduction to Inclusive Environments

Overview

• **What** is inclusive design?
• **Why** are inclusive environments important?
• **Who** are inclusive environments important for?
• **When** should we consider inclusive design?
• **How** can we ensure that we create an inclusive environment
What is inclusive design?
What is inclusive design?

‘Creates environments that everyone can use to access, and benefit from, the full range of opportunities available and they can do so confidently, independently and with choice and dignity. Inclusive avoids separation or segregation and is made up of places and spaces that acknowledge diversity and difference, meeting the needs of everyone in society.’

Inclusive London
What is inclusive design?

Principles of Inclusive Design

- Places people at the heart of the design process
- Acknowledges diversity and difference
- Offers choice where a single solution cannot accommodate all users
- Provide flexibility in use
- Create an environment that is convenient and enjoyable for everyone to use.
What is inclusive design?

Medical model of disability

- wants to find a cure
- can't use hands
- 'confined' to a wheelchair
- has fits
- is too short to reach
- can't see or hear
- is 'housebound'
- can't walk
- can't get up steps
- is sick/ill
- has a bitter attitude
- needs carers and help
- can't understand written information

What is the solution?
Change the person to make them 'fit in'?
"Well, I'm sorry, but it was designed for normal people!"
What is inclusive design?

The single most frequent complaint about inclusion at a well known coffee shops is…?
Why are inclusive environments important?
Why are inclusive environments important?

For the individual

- Socialising
- Work
- Holidays
- Shopping
- Somewhere to live
- Visiting friends and family
- Somewhere to live
- Physical and mental wellbeing
Dignity

It’s not just about whether someone can access an area.
Comfort

Comfort may be an essential part of being able to access facilities.
Independence

Being able to navigate spaces is important for everyone
Clarity

Sometimes layouts or instructions lack clarity
Why are inclusive environments important?

For society

The cost of social disadvantage

• Disabled people between 18-65 represent one third of social care users
• Three quarters of households using food banks in the UK contain someone with a health condition and/or disability, with one third of households containing someone with a mental health issue
• A quarter of employers say they would be less likely to employ someone with a disability
• 66% of employers say the cost is too much (Access to work can pay 100%)
Why are inclusive environments important?

For business

• Damage to reputation and bad publicity
• Limited attraction for clients
• Legal action – most settled out of court
• Cost of rectification works
• £320 billion spending power of 50+ age group – 47% of all spending
• £249 billion spending power of disabled people
Why are inclusive environments important?

For business

<table>
<thead>
<tr>
<th>Design stage</th>
<th>Relative cost of change</th>
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<tbody>
<tr>
<td>Concept</td>
<td>1</td>
</tr>
<tr>
<td>Detail design</td>
<td>10</td>
</tr>
<tr>
<td>Tooling</td>
<td>100</td>
</tr>
<tr>
<td>Testing</td>
<td>1000</td>
</tr>
<tr>
<td>Post-release</td>
<td>10000</td>
</tr>
</tbody>
</table>

The cost of changing products rapidly increases as it progresses towards release (Mynott et al./1994)
Why are inclusive environments important?

Legislation

This will vary depending upon where you are in the world but a very few examples are highlighted below:

- Equality Act 2010 – UK
- Americans with Disabilities Act 2008 – America
- Discrimination Act 2009 – Sweden
- Disability Discrimination Act 1992 – Australia

These Acts are usually accompanied by best practice codes and regulations to guide people on how to create an inclusive environment and meet their obligations.
Why are inclusive environments important?

Legislation

• The Equality Act 2010
• The section 149 Public Sector Equality Duty (PSED)
• Building Act - Building Regulations (Approved Documents M and K)
• Town and Country Planning Acts – Design and Access Statements
Why are inclusive environments important?

Legislation

The protected characteristics groups are:

1. **Age** (only applies in connection with work)
2. **Disability** (or something connected with their disability)
3. **Gender reassignment** (transsexuality is where someone has changed, is changing or has proposed changing their sex)
4. **Marriage and Civil partnership** (only applies in connection with work)
5. **Pregnancy and Maternity** (being pregnant or just had a baby)
6. **Race**
7. **Religion and belief**
8. **Gender**
9. **Sexual Orientation** (lesbian, gay, bisexual or heterosexual).
Why are inclusive environments important?

The aging population

- Pensioners + 3.8m over next 25 years
- Over 85s will double
Why are inclusive environments important?

The aging population

Prevalence of disability rises with age:

- 6% of children are disabled
- 16% of working adults are disabled
- 45% state pension age are disabled

2002/2003 – 10.7 million disabled in the UK
2011/2012 – 11.9 million disabled in the UK
2016/2017 – 13.9 million disabled in the UK
Who are inclusive environments important for?
Who are inclusive environments important for?

- People carrying small children
- People with bags or luggage
- People pushing buggies
- Someone who can’t see very well
- Someone who can’t hear very well
- Someone with learning difficulties
- Someone whose first language isn’t English
- Older person
- Someone who is pregnant
- Someone who is transgender
- A wheelchair user
- ............... And more.........
Who are inclusive environments important for?

It is normal to be different
Who are inclusive environments important for?

Inclusive design = better design

Number of People

Finds Easy
Frustated
Has Difficulty
Excluded

Most Able
Variation in Capability
Least Able
When should we consider inclusive design?
When should we consider inclusive design?

- **Pre-design**
  - During the planning of a project

- **Design stage**
  - At all stages of design development
  - During changes due to procurement value engineering
  - During consultation or engagement

- **Construction**
  - During construction

- **Completion**
  - Access audit of completed site
  - On-going maintenance and management
Think about the impact of design on people
How can we create an inclusive environment?
How can we create an inclusive environment?

Pre-design
- Develop strategies and policies which can support and create an inclusive environment
- Identify best practice standards for the design team
- Early consideration can have the biggest impact

Design stage
- Carry out access appraisals at each stage of design
- Ensure that inclusive design review takes place at procurement and value engineering
- Consult with customers, end-users and Protected Characteristic Groups

Construction
- Inspect site during construction to ensure standards are being met

Completion
- Through maintenance and management of the facilities
- Carry out an access audit of the completed site to assess use in practice
- Consult with end-users to assess site in-use
Consider people and how the space is used and operated
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What, why, who, when and how?

Questions?
Useful information
Useful information – Legislation, Standards and codes of practice

**Equality Act 2010**, The Stationary Office

**Building Regulations**
- Approved Document K; Protection from falling collision and impact; 2013
- Approved Document M; Volume 1 Dwellings; 2015 edition
- Approved Document M; Volume 2 Access to and use of buildings other than dwellings; 2015 edition

**British Standards**
- BS8300:2009. *Design of buildings and their approaches to meet the needs of disabled people - code of practice.*
- BS EN 1246-1 Light and lighting - lighting of work places Part 1: Indoor work places. 2011.
Useful information – Legislation, Standards and codes of practice

Government


Department for Education. The Equality Act 2010 and Schools. May 2014


Department for Transport. *Access to air travel for disabled persons and persons with restricted mobility – Code of practice*


Department for Transport/Transport Scotland. *Design Standards for Accessible Railway Stations*
Useful information – General

- Changing places: the practical guide
- The Countryside Agency. *By all reasonable means.* 2005
- Sport England, Accessible Sports Facilities. 2010
- CAE/RIBA Publishing. Specifiers’ handbooks for Inclusive Design:
  - *Architectural Ironmongery*
  - *Automatic Door Systems*
  - *Internal Floor Finishes*
  - *Glass in Buildings*
  - *Platform Lifts*
- CABE: 2006; *Design and access statements How to write, read and use them.*
- English Heritage. *Temporary structures in historic places.* 2010
- Penton, J. *Widening the eye of the needle Access to church buildings for people with disabilities* 1999
- Adrian Cave. *Making existing buildings accessible – Museums and Art Galleries.* CAE/RIBA Publishing
- RTPI: *Dementia and Town Planning:* January 2017
- CAE. Managing accessible toilets. 2012
- Alison Grant. *Access Audit handbook: CAE/RIBA publishing 2013*
Useful organisations

British Standards Institution (BSI)
Tel: 020 8996 9001
Email: cservices@bsigroup.com
Website: www.bsigroup.com

Equality and Human Rights Commission (EHRC)
Tel: 0845 604 6610
Email: englandhelpline@equalityhumanrights.com
Website: www.equalityhumanrights.com/en

National Register of Access consultants (NRAC)
Tel: 020 7822 8282
Email: info@nrac.org.uk
Website: www.nrac.org.uk

Royal National Institute of Blind People (RNIB)
Tel: 0303 123 9999
Email: helpline@rnib.org.uk
Website: www.rnib.org.uk

Action on Hearing Loss
Tel: 0808 808 0123
Email: informationline@hearingloss.org.uk
Website: www.actiononhearingloss.org.uk

Guide Dogs for the Blind Association
Tel: 0800 953 0113
Email: guidedogs@guidedogs.org.uk
Website: www.guidedogs.org.uk
Useful organisations

**Design Council**
Tel: 020 7420 5200  
Email: info@designcouncil.org.uk  
Website: [www.designcouncil.org.uk](http://www.designcouncil.org.uk)

**The Access Association**
Website: [www.accessassociation.co.uk](http://www.accessassociation.co.uk)

**Centre for Accessible Environments (CAE)**
Tel: 020 7822 8232  
Email: info@cae.org.uk  
Website: [www.cae.org.uk](http://www.cae.org.uk)

**Business Disability Forum**
Tel: 020 7403 3020  
Email: enquiries@businessdisabilityforum.org.uk  
Website: [www.businessdisabilityforum.org.uk](http://www.businessdisabilityforum.org.uk)

**Changing Places Consortium**
Tel: 020 7696 6019  
Email: ChangingPlaces@mencap.org.uk  
Website: [www.changing-places.org](http://www.changing-places.org)

**Inclusive Design Toolkit**
by University of Cambridge  
Website: [www.inclusivedesigntoolkit.com](http://www.inclusivedesigntoolkit.com)