Estates Services Equality and Diversity Guidance Document for the University Estate
Estates Services

Equality and Diversity Guidance Document

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29 October 2012
Revision A: 15 January 2013
1.00 Introduction

1.01 This guidance document supports the University’s over-arching Single equality outcomes scheme by providing a reference document for Estates Services staff and consultants employed by Estates Services to ensure the legislation relating to Equality and Diversity is positively embraced in all projects.

1.02 This policy replaces Estates Services Access Policy which just covered the Disability Discrimination Act and was produced in 2003 and last revised in 2006.

1.03 Please refer to the University’s Equality and Diversity Policy for general background on definitions, key principles, responsibilities, monitoring and relevant legislation. Until this is accessible online this is available on request from e.magennis@strath.ac.uk.

2.00 Scope: Design considerations for New Build Projects, Refurbishment, Alterations and Operation of facilities

2.01 General overview

The University of Strathclyde is committed to ensuring its buildings are designed, refurbished, altered, maintained and used to create an inclusive environment for a diverse student and staff population; irrespective of age, gender, disability, sexual orientation, religious or cultural beliefs.

All Estates Services staff and the consultants / contractors they employ therefore, must be well versed and up-to-date with current legislation relative to the Equality Act 2010.

All new works must comply with the Planning Legislation, Building Standards (Scotland) Regulations as amended for guidance as a minimum legal standard; all relevant British Standards including BS 8300:2001, Codes of Practice, Fire Safety (Scotland) Regulations 2006 and good building practices to ensure that the University fulfils its duty in promoting equality and inclusiveness.

All persons involved must therefore ensure that the above is fully incorporated in any new design, refurbishment, maintenance works or service provision and that they work in line with the following principles:

- Focus on the user experience and how the building will be inhabited or service utilised. Consideration and implementation of inclusive design issues should therefore be treated with the same attention to detail as that given to the aesthetic and cost issues.
- Ensure timely consultations are held with a diverse range of staff and student user groups throughout the early stages of the design process or in review of service provision. Their views will ultimately help inform the requirements thus establishing and refining the project brief making the end result a success.
- Ensure the building is accessible to and can be safely evacuated by all users, i.e. staff, students and visitors alike.
- Adopt a proactive approach to design solutions as opposed to a reactive approach; for example, minimising the number of accessibility features that may break down or require maintenance.
- Deliver an end result that provides an equal experience for all users and that is as far as possible, wholly inclusive.

The above noted principles are relative to all aspects of design and operation and these together with the sections below are by no means an exhaustive list but a guide.

2.02 **External environment and related external facilities:**
- Attention to the gradient of external ramps and provision of even surfaces and paving.
- Simple and clear wayfinding, with pedestrian routes well-lit to provide safe routes at night.
- Street furniture of a style, finish and tonal contrast and suitability located that does not disadvantage or obstruct a particular group of people.
- A need for nearby parking provision for disabled people and safe drop-off points close to the entrance.
- Uneven/broken surfaces and paving should be re-laid or repaired to give an even surface.
- Trees and plants should be kept cut back to ensure routes are kept clear.
- Tactile surfaces to be standardised at level changes, ramps and steps.
- Best practice design highlighting steps and stair nosings, corduroy paving at the top and bottom of steps, compliant handrails, dimple paving at drop kerbs, hazards e.g. posts, bollards, lighting poles, signs etc. to be sited away from main walkways where possible or highlighted with use of contracting colour and texture treatment.

For more detailed guidance please refer to the University’s Public Realm Design Guide 2011. [http://www.strath.ac.uk/estates](http://www.strath.ac.uk/estates) (Public Realm Policy)

2.03 **Design of Entrance to / Fire Exits from Buildings**
- Provide contrasting drop kerbs where required to ensure smooth transition to the building entrances thus avoiding possible obstacles for those who experience difficulties negotiating kerbs.
- Warnings of changes in gradient should be implemented and standardised campus wide.
- Routes should be well lit to enhance visibility but avoid glare in relation to orientation.
- Avoid separate entrances / fire exits for wheelchair users and people with disabilities.
- Ensure entrance / fire exit doors are accessible to all user group requirements and have clear openings that are above minimum standard requirements.
- Entrance lobbies and Temporary Waiting areas are warm and inviting, not imposing and daunting. Fixtures and fittings are to be considered relative to all user groups and in relation to accessibility, inclusiveness, lighting, acoustics, colour and tonal contract, operation (automatic or semi-automatic doors), minimum width of doors, level thresholds and entry systems, etc.
- Assistive technology such as induction loops should be installed as standard practice within reception desks and either induction loops or infrared systems incorporated within the facilities to all learning/teaching spaces throughout the University's building stock.

2.04 **Teaching/Learning Rooms**
The University seeks to promote inclusiveness in the design and delivery of the learning and teaching environment across campus, including lectures, lab work, learning resources, libraries and computer facilities; as follows:
- **AV and Presentation Technology:**
  The University is aware of the importance of technology enhanced learning spaces and is widely regarded as an important factor in supporting the teaching and learning
experience. As such, there has been significant investment in high-output data projection systems and accompanying presentation technology with continued investment to further improve facilities.

- Induction loop systems are fitted in all the University’s central pool teaching rooms and reception areas with an annual maintenance programme in place.
- Live Remote Captioning (LRC): LRC service provides deaf and hard of hearing students full access to lectures by converting live speech directly into displayed text in real time with minimal delay. The University’s aim is to improve the support for hearing impaired students by providing wider access to a more flexible and consistent service.
- A loan bank of equipment (including laptops and digital recorders) is available for disabled students and additional services (e.g. sign language interpretation) can be arranged as required to meet individual needs for both staff and students.

The University will continue to push the boundaries for inclusivity for all with strong support from Learning space & support team and Assistive Technology supportive team, the University aims to provide exceptional teaching and learning facilities and ensure there is continued training for all staff together with continued technical support thus attuned to the University’s strategic aims.

It is important that teaching and learning space design takes into account the requirements for disabled staff and students. This involves consideration of the physical environment with regard to issues such as wheelchair access, lectern height and line of sight issues to name but a few.

2.05 Laboratories and other specialised spaces
As well as taking on the general requirements of 2.01 above. Bespoke adaptions for laboratories and other specialist spaces will be carried out as required for specific staff and students. However, for undergraduate teaching laboratories provision to be made for height adjustable benching.

2.06 Workplace/Office Accommodation
The University endeavours to be more attune to the needs of its workforce and wherever possible encourage the participation of staff in the process of refurbishment or redesigning of the workplace.

Health and wellbeing can be greatly improved as a result of an inclusive environment benefiting both personal health and the social atmosphere of the workspace. Improvements to the quality of the office environment should be developed with an inclusive design approach with a drive toward a more efficient use of space whilst taking cognisance of the following issues:

- **Natural lighting** should be exploited wherever possible with consideration given to orientation and expanses of glazed areas with the ability to allow the user to control possible glare.
- **Ambient lighting** should be designed to appropriate lighting levels as advised by a lighting consultant and M & E consultant relative to the tasks being undertaken by the user which could be controlled on a zone by zone basis.
- **Task lighting** should be provided at all workspaces to enable users to personally adapt light source provision to their specific needs. This may be particularly appreciated and beneficial to visually impaired staff for reading small print documents.
- **Acoustic levels** should be carefully considered within the workplace to ensure a successful environment that provides for the wellbeing of its occupants:
  - Specification of material finishes to flexible workspaces such as acoustic
ceilings, carpeting to floors and sound absorbing panels can reduce reverberation therefore aiding in the mitigation of possible disruptive background noise.

- Noisy activities such as photocopying/printing, kitchens and social spaces should be separate from quiet work areas through careful planning, adequate acoustic treatment or partitioning.

- Temporary Waiting Areas and Evacuation areas to have sufficient sound level to ensure that speech is not impeded and that the person requiring assistance is not subject to uncomfortable noise levels from a fire warning system.

- Recognition should be given to various spaces required for specific activities within the flexible workplace and designed accordingly.

- **Ergonomic furniture** specification should be adjustable to provide individuals with the opportunity to alter their working position during the day if required. Controls should be simple and intuitive to use.

- **Wayfinding and navigation** should be carefully considered through clear space planning and coherent layouts that facilitate intuitive circulation for all persons and clear lines of movement without obstruction.

- **Different work style spaces** should actively support user needs to benefit the performance and inclusivity of all knowledge workers:
  - **Concentration space:** analysis, attention to detail, privacy
  - **Collaborative space:** project/team working, communication, pin-up facilities
  - **Contemplation space:** creative thinking, calm, free from distraction

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### 2.07 Interior Design for all spaces

Consideration should be given to colour and tonal palettes and material specifications to ensure:

- High contrast provision for people who are partially sighted.
- Flooring specification must be accessible for wheelchair users and ambulant disabled.
- Consideration given to the acoustics of spaces and materials for those people who are hard of hearing.

For further details and information please refer to the ‘Interior Design Policy’ which is available online.

[http://www.strath.ac.uk/estates/space/policies](http://www.strath.ac.uk/estates/space/policies) (Interior Design)

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### 2.08 Signage

A comprehensive system of signage and way-finding is being implemented on both campuses to benefit all staff, students and visitors to the University. Over the summer of 2012 the campus maps were improved.

For further details and information please refer to the ‘Signage Policy’ which is available online.

[http://www.strath.ac.uk/media/ps/estatesmanagement/policy/](http://www.strath.ac.uk/media/ps/estatesmanagement/policy/) (Internal Signage)

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### 2.09 Catering Services

The University is committed to ensuring a good range of food is available across all catering provisions that meet a range of dietary requirements of students, staff and visitors.

The provision of food to meet a wide range of dietary requirements is fundamental to staff and students experience and where fuller choice is offered, individuals social experiences in turn will be improved through better opportunities to mix and create network with others.
The University of Strathclyde has both direct and indirect responsibility for the supply of food to staff and students through a number of outlets across campus, including cafes, restaurants, vending machines, student residences, hospitality and social events. Whilst the University is mindful of the dietary requirements of staff and students; the following should be given consideration:

• The need for separate facilities for the service of food and for the storage and preparation of food in catering outlets and residences for religious observances.
• A consistent approach to labelling; indicating whether or not food is vegan, vegetarian, halal or kosher and how animals have been slaughtered; allowing staff and students to make an informed choice.
• Information regarding ingredients should be available if requested.

2.10 Conferencing & Events
The University of Strathclyde hosts a number of internally and externally led conferences/events and has a responsibility to ensure that special dietary and also accessibility requirements are clearly understood and communicated to the service providers as part of the conference arrangements and administration and where possible the University will endeavour to support these. The following should be given consideration:

• Clear and consistent process of understanding client requirements and facilitation of these through close collaboration with other Estates Services providers.
• Provide sufficient information regarding dietary options and conference facilities e.g. accessibility, nearby prayer/reflection facilities, menu offering & labelling.
• Provide sufficient information regarding point of contact to make any booking enquiries or amendments pre-conference/event or emergency point of contact during a conference/event.
• Clear and concise Emergency Contingency plans to follow in the event of a fire.

2.11 Accommodation/Residences
The University aims to encourage and promote an inclusive approach in the provision of accommodation and social space on campus, ensuring all student accommodation policies and practices are compliant with equality legislation.

The University recognises the requirements to manage the wide range of student needs – including physical adjustments for some disabled students to provision for students with families, the specific needs of students undergoing gender reassignment and single gender halls/flats for certain religious groups.

The following recommendations are intended to support the development of inclusivity:

• A variety of social facilities, shared kitchens and common rooms will support the integration and quality of experience of students in halls of residence.
• Ensure provision is made for an inclusive living and studying environment for disabled students. Equally, ensure that any private landlords with whom the University has a contractual relationship are aware of the Equality Act plus Fire safety legislation and all other relevant legislation to ensure they are committed to providing accessible and safe egress accommodation.
• Every effort should be made to be flexible in terms of accommodation provision for trans gender students and the arrangement of such should be treated with sensitivity and consideration. (Where the University refers students to private accommodation, it should make reasonable efforts to determine whether such providers have suitable processes in place to support transitioning students and inform students accordingly).
• Students need to be made aware of the need for tolerance and consideration of others through the induction process and generally through their contact with support staff.
The University also recognises the support of its front line Residences staff relative to their role in Student Accommodation and as such takes cognisance of the following:

- Mental health policies should be readily available to ensure that appropriate levels of support are provided as required. Refer to the University’s website for the mental health policy [http://www.strath.ac.uk/staff/policies/wellbeing/mentalhealth/](http://www.strath.ac.uk/staff/policies/wellbeing/mentalhealth/)
- Senior-level commitment and vision for providing an inclusive environment is essential in providing support to residential staff in frontline positions.
- The full cooperation of staff is required with equality impact assessments of all estates, safety and accommodation policies and practices and procurement and development contracts. This involves considering which committees are required to discuss/pass and review equality interventions. It also requires the involvement of users representing different equality interests.
- Bespoke staff training on equality and diversity legislation and dealing with equality issues that are pertinent to the roles of individual staff should be provided.

2.12 **Breastfeeding Facilities**

The University is reviewing the provision of breastfeeding facilities available for student use. The Equality Act 2010 explicitly protects students from less favourable treatment because of breastfeeding.

Equality legislation does not stipulate that breastfeeding and rest facilities have to be provided to students who are pregnant or breastfeeding. However, failure to provide breastfeeding facilities could result in students who are breastfeeding receiving less favourable treatment. Consideration therefore will be given to providing facilities in a central campus location for rest and breastfeeding. Such a room should have the following as a minimum provision:

- a lockable door
- comfortable chairs with footstools
- a fridge for storing expressed milk (which should be clearly labelled)
- a microwave (should the milk require heating for feeding)
- hand washing facilities and baby change facilities
- lockers.

2.13 **Reflection Rooms**

The University seeks to ensure consideration and provision is made for quiet prayer, contemplation and meditation. On campus there is a multi-faith centre but in addition the University intends to provide a number of small reflection rooms across the campus. A reflection room can be shared by people of different faiths and no faith ensuring the conditions particular to different beliefs are not compromised. The room should be quiet enough to allow concentration on prayers or meditation or just time out. The room is not intended for long periods of use by individuals. Essentially it is a small room free of permanent furniture with a couple of folding chairs and some storage provision. Hence, the reflection rooms will accommodate the following where possible:

- located in close proximity to washing facilities
- contain simple features such as plain walls and carpet. There should be no permanent features or symbols pertaining to any faith or belief.
- storage space for keeping artefacts, rosary beads, prayer mats, cross and similar symbols
- provision of a curtain to allow men and women to pray/meditate separately if required.
- shoe rack for those required to remove shoes
- direction sign to Mecca (which Muslims face when praying)
- Open during the day and available to all students and staff
- the reflection room should be kept clean. Food or drinks will not be permitted.
There is an example of a reflection room beside the main entrance to the Curran building. Reflection rooms should be built into major new developments on campus where possible but they are not anticipated to be in every building.

2.14 Leisure Facilities

- The diverse nature of today’s students, including growing numbers of mature students and postgraduates should be considered when designing/managing recreational and social spaces.
- Recreation, entertainment and sports facilities, including changing places, toilets to meet the needs of people with profound disabilities should be included. These accommodate for a user and up to 2 carers and include accessible wc, height adjustable changing bench and hoist.
- If suitable access / egress cannot be made possible i.e. to the Royal College swimming pool then this will be reviewed on a case by case basis and if appropriate organised and any additional costs occurred funded.

2.15 Welfare Facilities

- Accessible toilets are provided in all main teaching and visitor areas throughout the University campus and should always be included in major developments whether new build or refurbishment.
- The Accessible toilets will be gender neutral and hence can support the needs of disabled users, people going through gender reassignment and people requiring baby changing facilities.
- A rolling programme of installing ‘Closomat’ accessible wc’s which provide lifting and washing facilities is underway. The Policy is to aim to have one located next to main teaching locations. They have been fitted in the Library, Students Union and Sports Centre.

2.16 Car Parking

General
At present members of staff and students whose physical disability prevents them from using public transport have priority in applying for a car parking space. I. Users of such spaces would be required to have a disability that has been recognised by issue of a blue badge. (NB Blue badge holders are also permitted by the Local Authority to park free of charge, and without time limit, at parking meters on-street and ‘pay-and-display’ on-street parking. They are also permitted to park on single or double yellow lines in Scotland without any time limit.)

Staff or students who have a mobility impairment but are not eligible for a Blue Badge should contact Disability Services (disabilityservice@strath.ac.uk) who will provide an assessment of their needs. The application will not be processed until this information is received. The charge for car parking spaces is reviewed on an annual basis and there is an annual application process for a car parking space. Currently the number of existing dedicated spaces set aside for use by disabled staff/students (13) is being reviewed.

Expectant Mothers and Temporarily Disabled

It is recognised that there will be periods of time during which staff will have a particular and temporary need to bring their car to work, even though they would not normally require this, i.e. for pregnant women who may prefer to use their cars rather than public transport in the latter months of pregnancy, or staff who have suffered either an injury or have an illness which temporarily impairs their mobility. In such cases every effort will be made to allocate a suitable parking space for a fixed term, utilising those spaces normally reserved for visitors, provided that some form of medical certification is provided to authenticate each individual
This medical certificate must be submitted to carparking@strath.ac.uk as part of their application.

### Responsibilities

3.01 All Estates Services staff carrying out work or delivering services on behalf of the University and our partners are required to adhere to this guidance document and everyone is expected to support the University in promoting good relations and challenging discrimination and harassment.

3.02 The Assistant Director (Asset Planning) has responsibility for this document being kept up to date and appropriate plus the operation of Residences Services in accordance with this policy.

3.03 The Assistant Director (Operations and Maintenance) has responsibility for delivering the major, minor and maintenance projects in accordance of this policy.

3.04 The Assistant Director (Procurement and Commercial Services) has responsibility for the operations of Centre for Sport and Recreation, Administration (including Timetabling), Procurement & Print Services, Catering, Conferencing and Events in accordance with this policy.

3.05 Individual Project Managers need to have responsibility for their projects and ensuring Impact Assessments are carried out at Stage C in the design process. A procedure for these reviews is included in Appendix 1.

3.06 For bespoke adjustments, Human Resources or Disability Service or Academic departments must highlight requirements to Estates Services as soon as possible through the help desk estates.helpdesk@strath.ac.uk to provide as much notice as possible to carry out the adaptations.

3.07 Heads of Departments / Schools are also responsible for ensuring the disability co-ordinates consider the compiling of a Personal Emergency Evacuation Plan.

### Implementing this Policy

4.01 Estates Services staff are made aware of this policy through a range of communications and training activities.

4.02 Prompt action is taken in response to defining physical alterations or management solutions when Equality and Diversity issues are highlighted in 3.06 above. Physical alterations by their nature could take several months to implement.

4.03 External consultants and contractors are made aware of their responsibilities in relation to equality and diversity and the requirements to comply with relevant University policies and regulations.

### Further Information and Advice

5.01 Further key websites/documents not already mentioned are listed in Appendix 2. The Inclusive Design section from the Access Policy is included in Appendix 3.

### Monitoring

6.01 The Equality and Diversity Strategy Committee (EDSC) monitors the implementation and review of this document. The document will be reviewed on an annual basis.
6.02 Estates Services will establish an Equality and Diversity Working Group to support the monitoring of this Policy to ensure it is appropriate and effective. This group will provide updates for the EDSC. The group will include representatives from Students Association, Equality & Diversity Manager, Safety Services, Disability Service and HR.

6.03 The Audit Trail- In order to explain why a decision has been made and to indicate how its impact upon different groups has been assessed a clear and consistent decision-making process will be put in place. An audit trail will be compiled which tracks Estates Services; decision-making process and which will be used should any decision be challenged in Court.

Information to be included in the audit trail will include:

- All correspondence relating to requests for assistance and notification of an issue.
- The results of any consultation with the party making the request and other related departments.
- All documentation relating to the investigation of an issue.
- Initial consultation with equality groups such as the Disability Services to address any issues/concerns.
- Monitoring of feedback.

This will be referenced to at the Estates Services Equality and Diversity Working Group noted in 6.02 above.

6.04 Post Project Review- Estates Services believe that the lessons learned from each project will improve the implementation of projects in the future; therefore, following completion of a project, departments and parties involved will meet to discuss the processes involved, any issues arising, any outstanding works required and how future projects and processes might be improved. All Post-Project Reviews will be carried out by Estates Services and will follow post-project guidelines and procedures to assess the impact on users and performance will be measured through evaluation before and after design changes are implemented.

7.00 Links to other Policies

7.01 This guidance document is linked/co-ordinated with the Mental Health, the Signage, Interior Design and Public Realm Policies, the links to which are mentioned under the appropriate headings.

7.02 This document forms part of the University’s suite of policies which govern the day-to-day working of the institution.

Staff-related policies information can be found on the University's Human Resources Department web page: [http://www.strath.ac.uk/staff/policies/hr/](http://www.strath.ac.uk/staff/policies/hr/).

Information on student policies can be found on the University’s Student Experience and Enhancement Services (SEES) Directorate web page: [http://www.strath.ac.uk/staff/policies/academic/](http://www.strath.ac.uk/staff/policies/academic/).
8.00 Useful Contacts

8.01 Estates Services
University of Strathclyde
181 St James Road
Glasgow G4 0NY
Email: estates.helpdesk@strath.ac.uk
e.magennis@strath.ac.uk
d.mcneil@strath.ac.uk
b.morton@strath.ac.uk

Equality and Diversity Manager
University of Strathclyde
Graham Hills Building, Room 439A
50 George Street
Glasgow G1 1QE
Email: Naseem.anwar@strath.ac.uk
equalopportunities@strath.ac.uk

Disability Service
University of Strathclyde
Room 4.41, Level 4, Graham Hills Building
50 George Street
Glasgow G1 1QE
Email: disabilityservice@strath.ac.uk

Human Resources
University of Strathclyde
McCance Building
16 Richmond Street
Glasgow G1 1XQ
Email: humanresources@strath.ac.uk

Dignity and Respect Advisers’ Network
This is a voluntary team providing support to students and staff who may experience bullying and harassment.
www.strath.ac.uk/staff/policies/eqdiv/dignityrespect/

Strathclyde University Students’ Association (USSA)
90 John Street
Glasgow G1 1JH
Email: ussa.admin@strath.ac.uk

Occupational Health Service
University of Strathclyde
Level 2, Livingstone Tower
26 Richmond Street, Glasgow, G1 1XH
Telephone: 0141 548 4824
email: occupationalhealth@strath.ac.uk
Appendix 1 Impact Assessment Procedures:

Location/venue
- Forums should be held on Wednesday afternoons and preferably be held within level 05 of the Graham Hills Building as these rooms are flexible and have induction loops and are close to accessible toilets.
- Forums should be no longer than 2 ½ - 3 hours.
- Initial availability enquiries for the venue should be done through the Web Room Booking system and then a preliminary booking made to room bookings by email, until final confirmation from Disability Services/Students Association/HR that the date is suitable for all the students.

Attendees:
- Student Union Vice President – Diversity & Advocacy representative.
- University Equality & Diversity Manager.
- Representative from Disability Services required.
- Representative from Estates Services Equality and Diversity Group required (normally Barry Morton and Dawn McNeil).
- Approx. 12-15 student representatives required, with assistants where required.
- Consultant team representatives.

Projects:
- Projects should be banked together to make the forum more effective and should ideally be at end of specific RIBA stage of development.
- No more than 4 projects should be banked together at the same time to allow the students to digest all the material provided.
- Estates Services Project Managers must advise Dawn McNeil or Barry Morton the appropriate time for projects to be reviewed at least a month in advance.

Drawing Packages:
- Drawing packages should be issued in hard copies to Disability Services/Students Association/HR approximately 1 week before the proposed forum to allow the students to uplift the document. Where requested email copies of documents can be issued to students.

Presentations:
- A Representative from Estates Services (usually Barry Morton) will explain the purpose of the Impact Forum and then introduce the design teams and their projects.
- Consultant teams are expected to make a short power-point presentation to the students on their project. No more than 25 minutes per project.
- A short interlude to be taken between projects presented to allow students to have coffee/tea/comfort break and to allow consultants to set up. No more than 5 minutes.
- A 10 minutes break to be allowed between projects and feedback forum for tea/coffee.
- Forums should be around 40 minutes.
- A representative from Estates Services (usually Barry Morton) will lead the discussion forum.
- A representative from Estates Services (usually Dawn McNeil) minutes the forum accordingly.

Coffee/Tea Provision:
- Coffee/tea/water and biscuits should be arranged by and provided by Catering Services. Budget for this would be from project(s) being reviewed.
Student Fees:

- All students in attendance will be given £9 per hour which will be funded from the project budget and will have to fill out a form which they send to Finance Department with their bank details etc., after representative from Estates Services has signed it (usually Barry Morton).

Feedback:

- Minutes are prepared by Estates Services (Dawn McNeil) and actions on the design teams will be issued and the design team will have to investigate whether the comments are applicable to their design, what the implications would be etc.
- Consultants will have to present revised drawing packages incorporating the amendments and highlight in a small report what was included and what was not included.
- Disability Services/Students Association/Safety Services/ HR should be issued this document for review. The students should be informed of what has been incorporated into the projects and what has not and reasons should be provided.
Appendix 2 Further list of Key Documents

*BS8300:2001 – Design of Buildings and their approaches to meet the needs of disabled people.*

Useful Websites

http://firelawscotland.org/  Scottish Fire Safety legislation, Sector specific and general guidance documents

http://www.drc.org.uk  (Disability Rights Commission on-line)

http://www.sfc.ac.uk/  (Scottish Funding Council)

http://www.cae.org.uk  (Centre for Accessible Environments)

http://www.jmuaccess.org.uk  (JMU Access Partnership on-line)

http://www.scotland.gov.uk/Topics/Built-Environment/Building/Building-standards

www.equalityhumanrights.com

www.ecu.ac.uk/publications/equality-act-2010


www.ecu.ac.uk/publications/equality-act-2010

ECU (2009) Developing staff disclosure
www.ecu.ac.uk/publications/developing-staff-disclosure

EHRC core guidance (online resource)


Breastfeeding etc. (Scotland) Act 2005
Appendix 3 Inclusive Design Guidance Notes (from original Access Policy)
To be adopted in all new and refurbishment projects where possible.

1.0 EXTERNAL APPROACH

1.1 External Environment
- Pedestrian routes and access should be clearly signed.
- Uneven and broken surfaces and paving should be re-laid or repaired to give an even surface.
- Pedestrian routes should be well-lit.
- Street furniture should be grouped together, where possible, and should be highlighted with tonal contrast and suitably located to prevent obstruction.
- Trees and plants should be kept cut back to ensure routes are kept clear.

1.2 Accessible Car-Parking and Drop-Off Points
- Optimum travel distance from parking bay to accessible entrance should be no greater than 45m.
- Spaces should be at least 4800mm x 2400mm, with 1000-1200mm clearance for transfer around 2 sides of bay.
- Kerbside bays should be 6600mm long.
- Accessible bays should be marked out in yellow with the International Access Symbol.
- Transfer areas should be cross-hatched.
- Drop-Off points should be located in safe places, on accessible routes, close to an accessible entrance.

1.3 Approach to and egress from a Building
- Routes into a building should be formed of a continuous, smooth, hard, non-slip surfaced pathway.
- Routes should be well-lit.
- Pedestrian access to a building should be well-signed.
- Surfaces can be used to give directional information and warn of changes in gradient.
- Large areas of featureless paving should be avoided.
- Main access routes should be 1800mm wide (2000mm preferred).
- Other pathways (not on main access routes) should be a minimum of 1500mm wide.

1.4 Tactile Paving/Drop Kerbs
- Drop kerbs can be used to assist wheelchair users and others who experience difficulties negotiating kerbs.
- Kerbs should be dropped and sloped as gradually as possible – the optimum gradient is 1:20, the maximum 1:12.
- Colour and tonal contrast should be used on kerb edges.
- Parking restrictions, such as a single white line, can be used to prevent drivers obstructing the drop-kerb area.
- Tactile blister surfaces can provide warning and guidance for visually impaired people at crossing points, etc. and should be standardised campus wide.

2.0 ENTRANCES / EXITS- MAIN ENTRANCE/SECONDARY ENTRANCE

2.1 Entrances / Exits & Doors
- Entrances / Fire Exits should be clearly signed and illuminated, and sheltered/recessed where possible.
- Doors should be highlighted using colour and tonal contrast.
- Sliding automatic doors are the ideal but if escape doors they must include inbuilt fail to safe measures.
- Side-hung automatic or semi-automatic doors should be recessed so that they do not open out into the pedestrian flow.
- The minimum clear opening width of a door should be 800mm, preferably 900mm.
- Glazing should not be used below 400mm from the floor.
• Large areas of glazing should have contrasting manifestations applied at appropriate heights.
• Glazing in doors should be laminated.
• Thresholds should be flush.
• Door furniture should contrast in colour and tone with the door itself.
• Door closers should be set to the minimum force required to shut the door.
• Doors should be clearly signed as to the direction of opening.
• Kickplates should be a minimum of 400mm high and should be fitted to at least the ‘push’ side of the door.

2.2 Entry Phone Systems and Security Locks

• Entry phone systems may be required where entrance doors are locked.
• Systems should be located on the door handle side of the door and be colour contrasted.
• The controls should be centred 1200mm from the ground and should be clearly signed, contrasted in colour and easy to operate.
• An induction loop should be fitted to the phone system.
• An additional method of alerting staff to the presence of a caller should be installed, e.g. CCTV.
• Where possible, proximity card systems should be used.
• Key pads must be in accessible positions and contrast in colour and contrast with their background.
• Swipe card systems should be avoided.

2.3 Temporary Waiting Areas

• Lobbies should be sized to allow wheelchair users space to manoeuvre clear of the first door before negotiating the second.
• Parallel sets of doors should open the same way.
• Floor finishes must be non-slip, even when wet – matting can be used to avoid this.
• Lobbies should be well-lit without glare or shadow.
• Colour and tonal contrast should be used to give clear definition between the floor and walls, and doors and walls.
• Large areas of glass should be avoided, but where this is not possible, glazing should have manifestations applied.
• Clear directional signage should be provided.

See also RECEPTION - ‘Telephones’ and ‘Emergency Telephones’

3.0 EMERGENCY EGRESS

3.1 Emergency Egress

• An accessible environment is one which people can not only enter and use safely and independently but one which they can reach a place of safety in the event of an emergency.
• In larger buildings it may be impractical to evacuate the building, instead compartmentalising the building may be an option so that people who cannot manage steps can move horizontally from one fire compartment to another thereby reaching a place of safety.
• Temporary waiting areas should be a last resort as they can only hold 1 or 2 wheelchair users.
• Temporary waiting areas should be in a fire-protected areas providing sufficient space to enable people to wait in safety until assistance is available.
• Minimum dimensions of refuges should be 1200 x 700mm, although 1400 x 900mm is preferable.
• Location of Temporary waiting areas should not block the pedestrian line of travel.
• The occupancy of the building should be taken into account when creating refuges.
• Temporary waiting areas should be clearly signposted and should be provided with a means of communicating with the rescue party.
• The communication link should be simple and logical to operate. Controls should not be positioned more than 1400mm above the floor surface and should contrast in tone/colour with their background. They should have audible and visual indications and be fitted with an inductive coupler.
Temporary waiting areas should be part of a phased evacuation and should not be seen as a ‘final destination’ - from the refuge, people must be moved to a safer area where they may wait until further action is taken by the rescuing party.

Temporary Waiting areas must be established as a backup system regardless of whether the lifts meet BS 9999 (Code of Practise for Fire Safety in the Design, management and use of buildings.).

Evacuation chairs can be used but must only be operated by those with prior training in their use.

Temporary Waiting areas must be regularly checked for fire protection to ensure they still comply with legislation.

Clear illuminated signage on escape routes is very important – it should be carefully located, concise and easy to read.

Procedures should be put in place to ensure the safe egress of all building users.

An overall strategy for those not familiar with the building is necessary.

Evacuation procedures should form part of staff and student induction programmes.

Vibrating pager systems should be installed to notify building users with hearing impairments of the need for evacuation.

In areas used individually the vibrating pagers should be used on conjunction with flashing alarm beacons linked to the alarm system.

Fire-fighting equipment should be readily accessible but its location must not present a hazard to people using circulation areas.

Stairs for emergency evacuation should be designed to the same standards as all other stairs.

Emergency lighting should be used to indicate the route, provide illumination along the route, and to locate and operate fire-fighting equipment.

Lighting at low level can be used to mark out escape routes in corridors but is not suitable in large open areas.

Evacuation lifts must be sited within a protected enclosure with protected lobbies at each storey served by the lift.

There should be a protected route from the lift lobby at the final exit storey to the final exit itself.

The power supply for an evacuation lift should be independent from the lift sub-circuit power supply.

4.0 RECEPTION

4.1 Reception Area

- Reception areas should be in a quiet part of the building near the main accessible entrance.
- Wall and floor surfaces should be non-reflective to sound and light.
- Levels of artificial lighting should be higher to act as a transition zone from the brighter natural daylight outside.
- Lighting should not cast shadows to allow people to lip-read – task-lighting should be used where appropriate.
- Blinds or anti-glare film should be fitted to windows to reduce solar glare.
- Areas such as lifts, stairs, toilets and offices should be clearly signed from reception.
- The reception desk should be positioned in clear view of the entrance door and should contrast in colour and tone with its immediate surroundings.
- There should be a clear floor space of 1200mm adjacent to the desk for manoeuvring.

4.2 Reception Desks

- A reception desk should be positioned in clear view of the entrance door and should contrast in colour and tone with its immediate surroundings.
- There should be a minimum clear floor space of 1200mm adjacent to the reception desk for manoeuvring.
- The desk counter should be provided at two heights: the first section should be at 750-850mm with a minimum knee space 800mm wide, 500mm deep and 700mm high; the second section should be at a height of 950-1100mm.
- The maximum reach to the centre of desk should be 500mm.
- Colour and tonal contrast should be used to define the edge of the desk from the counter top.
• Glass screens should be avoided where possible. Where they are required for security reasons they should be constructed of non-reflective glass.
• An induction loop and corresponding signage should be provided.

4.3 Waiting Areas
• Colour, tonal and textural contrast and lighting should be used to help people with visual impairments to negotiate waiting areas.
• Waiting areas should not be over cluttered and should have enough space to allow a wheelchair user to manoeuvre.
• Seating should have good lumbar support and armrests and should be at a height of 450-475mm.
• Furniture must not have sharp edges or corners. It should contrast with its background.

4.4 Telephones
• Where telephones are provided for use by staff, students or visitors, at least one telephone per area should conform to the following guidelines:
  - controls should be situated between 750-1022mm.
  - minimum clear space in front of the telephone should be 800mm wide x 1200mm deep.
  - minimum clear knee room under telephone should be 750mm.
  - minimum cord length should be 750mm.
• A fold-down perch seat should be provided at specially lowered telephones; when not in use the seat must not cause an obstruction to wheelchair users.
• Telephones should be fitted with an inductive coupler and volume control. If possible telephones should have textports to allow direct connection to a textphone.
• Telephones should be located in quiet areas with low ambient noise levels.
• Lighting in telephone areas should provide adequate levels of illumination.
• Telephones should have a raised pip on the ‘5’ to help those with impaired vision and where possible should have large tactile keypad buttons.
• Telephones should be clearly marked with the appropriate signs.

4.5 Emergency Telephones (including telephones in lifts)
• Emergency telephones should be fitted with inductive couplers.
• They should have a raised pip on the ‘5’ and should be clearly signed.
• They should be positioned at a height of 1000-1200mm from the floor.

5.0 HORIZONTAL CIRCULATION

5.1 Corridors
• Corridors should be a minimum of 1200mm wide; a width of 2000mm is preferred.
• Corridors should be free of obstructions.
• Radiators etc. should be recessed; radiators on circulation routes should have a low surface temperature to prevent scalding.
• Seating should be provided on long stretches of corridor.
• Corridors should be as short as possible and should incorporate landmarks to aid visually impaired people.
• Doors across corridors should have a minimum of 800mm wide clear opening width.
• Where possible, electromagnetic catches should be fitted to doors across corridors.
• Colours and textures should be used to convey orientation and ‘wayfinding’ information.
• Lighting should run parallel with the direction of travel.
• Lighting, both direct and indirect, should be used to highlight features.
• Blinds or anti-glare film should be fitted to windows to reduce solar glare.
• Signage should be provided to aid ‘wayfinding’.

6.0 VERTICAL CIRCULATION

6.1 Stairs
• Steps should not be directly opposite entrance.
• Steps should have consistent rise and going to prevent trip hazards.
• Step treads should have a non-slip finish and should shed rainwater if external.
• Open risers and projecting nosings should be avoided, as should curved and spiral staircases.
• Tactile warning surfaces should be used at the top and bottom of flights.
• Step nosings should be highlighted to contrast in colour and tone with the rest of the step.
• Lighting should be used to highlight step treads.
• Preferred dimensions are:
  - rise 150-170mm; going 250mm minimum.
  - flights should be 1000mm wide minimum.
  - landings should be 1200mm long minimum, clear of door swing.

6.2 Ramps
• Where possible changes in level should be avoided – access routes should be graded to create a continuously sloping approach with a gradient of less than 1:20.
• Where required ramps should be used in conjunction with steps.
• Ramps should have a minimum clear width of 1200mm; 1800mm is preferred.
• Curved or circular ramps should be avoided.
• A ramps surface should be well-drained and slip resistant.
• The preferred maximum gradient of a ramp should be 1.15.
• Landings should be provided at regular intervals, as specified by BS8300:2001, at the top and bottom of each ramp and where there is a change in direction.
• A 100mm kerb or upstand should be formed along the exposed edges of the ramp.
• Handrails should be provided on all ramps steeper than 1:20.

6.3 Handrails
• Handrails should be provided on both sides of all steps and of ramps with gradient 1:20 or greater.
• Handrails should be located 900mm above the ramp/nosing line and 1000mm above landings and level areas.
• Handrails should be circular or oval in profile. A circular handrail should be 40-50mm in diameter; and oval handrail should be 50mm wide x 38mm deep.
• There should be a clear space between the handrail and adjacent wall of between 50-60mm.
• Handrails should extend a minimum of 300mm past the end of the stair, either returning to the wall or finishing in a positive end but not projecting into the route of travel.
• Handrails should be easy to grip and should contrast with their background.
• Handrails should be continuous across landings.
• A raised stud should be fitted on handrails above the first and last step of each flight. Floor levels can be indicated by the number of studs.
• Handrails should be smooth and not cold to the touch. Preferred materials are hardwood or powder-coated metal.

6.4 Lifts
• Lifts are convenient not only for wheelchair users but for those with visual impairments and debilitating conditions such as arthritis.
• A minimum floor space of 1700 x 1700mm should be kept clear outside lifts. This clear floor space should contrast with the surrounding floor in colour/tone and texture.
• Signage should be used opposite the lift doors to indicate the floor level and departments on that floor.
• Lift doors should contract with surrounding walls.
• Lift doors should stay open for a minimum 20 seconds.
• The lift call button panel should contract with the surrounding walls.
• Arrows should be embossed and have Braille indicators.
• Buttons should illuminate and there should also be an audible signal to register a call, confirm the arrival of the lift and signal its direction (up or down).
• The lift car should be a minimum 1100mm wide x 140mm deep.
• The doors should have a minimum clear opening width of 800mm.
• A small mirror panel should be fitted to the back wall of the lift car.
• The floor of the lift should contrast tonally with the walls. The floor should not be black or a dark colour. Shiny surfaces should be avoided.
• A support rail should be provided on the walls of the lift.
• Lighting should provide an adequate and even level of illumination.
• Lift controls should be centred at 1050mm above floor level and located on a side wall at least 400mm from the front and back wall.
• Lift controls should be provided in a horizontal rather than vertical arrangement.
• Numerals and symbols on the call buttons should be embossed with Braille provided.
• Buttons should illuminate to register a call.
• The control panel should contrast in colour/tone with the lift wall.
• Audible floor announcements should be provided.
• Floor level indicators should be mounted at eye level 1400-1700mm above the floor. Numerals should be large and contrast in tone with the display. Red displays should be avoided.
• Emergency telephones or alarm buttons should be clearly identifiable.
• Emergency telephones should be fitted with inductive coupler.
• If an emergency number has to be dialled this number should be marked clearly, preferably embossed.
• Audible and visual confirmation of the emergency call being received and dealt with should be available.

7.0 SIGNAGE

7.1 Signage
• Signs should be used to convey information such as warnings and to help building users find their way to and from a destination. Signs can also be used to portray an identity whether it be an institution, building or department.
• The content of signs should be concise and easy to understand.
• Text and lettering should be of a sans-serif font.
• Wording and pictograms should be consistent throughout the building.
• Relevant sign types should be located at clear decision points on all routes.
• Glare from lighting should be avoided as this reduces the legibility of the signs.
• The background of the sign should be non-reflective, or have a gloss factor of not more than 15%.
• All signs should contrast in colour with their background, and the characters should contrast with the sign background.
• Corridors should have wall-mounted signs at each point of entry – these should be positioned with the top edge no more than 1700mm from the floor, the bottom height being 1400mm.
• Suspended signs should be avoided where possible.
• WCs, particularly accessible WCs, should be adequately signed from all parts of the building.
• Room door signs should be positioned on the adjacent wall, on the latch side of the door, at a height of 1400-1700mm, from the floor.
• At the main entrance, and accessible entrance if this differs, a floor plan or directory should be installed – this should include information of lifts, stairs and other points of interest.
• Upper and lower case text should be used.
• Text should read from left to right and should contain directional arrows if required.
• Punctuation should be omitted from room numbers.
• Signs should not be fitted to glazing, especially external glazing.

8.0 WELFARE FACILITIES

8.1 Accessible WCs – Layout
• People with disabilities should not have to travel further or make more effort to get to an accessible facility than other users.
• Accessible WCs should be located on accessible routes and be clearly signed.
• The preferred dimensions for an off-centre layout are 1500 x 2200mm.
• The preferred dimensions for a peninsular layout are 2200 x 2400mm.
• Effective space at low-level should not be obstructed by pipework etc.
• Peninsular layouts allow transfer from either side, but it is not possible to reach the washbasin while seated.
• Two off-centre layouts should be provided; one left, one right if a peninsular layout cannot be supported.
• Accessible facilities should be unisex.

8.2 Accessible WCs – Furnishings & Fittings
• Lobbies should be avoided where practical.
• Side hung doors should open outwards. If doors must open inwards an additional allowance of 1100mm x 700mm clear space must be made.
• Toilet doors should have a minimum clear opening width of 850mm preferably 900mm.
• Easy to grip pull-bars should be fitted to the inward face of the door to aid closing.
• Doors should be fitted with 400mm high kickplates.
• Doors should not open onto a main pedestrian route.
• Where doors cannot open onto a corridor, sliding and bi-fold doors are suitable alternatives.
• Door locks must be easy to use and should have clearly visible ‘free/engaged’ signs on the outward face of the door. Locks should be operable from the outside in case of emergency.
• Ideally lighting should be activated by a motion sensor.
• Manual light switches should be large rocker switches and should be positioned 1050mm from the floor.
• Security cord should be provided in accessible positions. They should have an easy to grip toggle/ring, should be clearly signed and should contrast with the surrounding walls and fittings.
• The alarm should activate an alert in a staffed central area to ensure a quick response.
• Fittings must be robust and securely fitted to walls, floors, etc. and all should contrast in tone and colour with their surroundings.
• Grab rails should be a minimum 35mm diameter, be easy to grip even when wet and be located in the correct place.
• Toilet seats should be at a height of 450-500mm. The pan should project 750mm from the cistern wall and the flush handle must be located on the transfer side of the toilet at a height of 800mm. Seats should not incorporate lids.
• Wash hand basins should be located at 720-740mm above the floor. Pedestals are to be avoided and pipework should be fitted in such a way that it does not obstruct wheelchair users’ knees.
• In an off-centre layout (right- or left-handed transfer), a small shallow basin should be specified and fitted 890-910mm from the cistern wall.
• In a peninsular layout (dual transfer), the wash hand basin should be located clear of the transfer and manoeuvring space. This is the preferred layout for toilets.
• A perch seat or shelf should be provided adjacent to the toilet in a dual transfer layout; the seat should be 300mm deep and at a height of 650mm.
• Taps should be single lever mixer fittings with a spray nozzle, with hot and cold clearly marked with conventional red and blue. In off-centre layout WCs, the tap should be positioned nearest the toilet.
• Other features such as hand driers, paper towel dispensers, soap dispensers and toilet paper dispensers should be fitted no higher than 1200mm from the floor.
• Floor coverings should be non-slip, even when wet, and should contrast in tone/colour with the walls.
• Walls should be non-reflective and contrast in tone/colour with the sanitary fittings fixed to them.

8.3 Accessible Showers & Bathrooms
• An accessible shower or bathroom should always have a WC – see Accessible WCs – furnishings & fittings for details.
• There should be at least 1500mm diameter clear turning circle within the facility.
• Effective space at low level should not be obstructed by pipework, ducts or radiators.
• Showers should have a flexible hose and should be adjustable from both a seated and standing position. At its lowest level the hose should be no more than 1200mm from the shower tray/floor; the shower mixer should be easy to operate and should be centred between 900-1200mm above floor level.
• A fold down seat should be provided within the shower – it should contrast in tone/colour with the shower tray and walls.
• Where a bath is provided, it should also be fitted with a shower.
• A platform, level with the top edge of the bath, should be provided at both ends of the bath to aid transfer. This platform should be at least 400 x 700mm in size.

9.0 ROOMS

9.1 Meeting Rooms & Lecture Theatres
• All aspects such as floors, walls, doors and seating should contrast in tone/colour.
• Dimmable and task lighting should be installed as required.
• Blinds or anti-glare film should be fitted to glazing to reduce solar glare.
• Desks and tables should be at a height of 725-750mm, 500mm deep and 700mm high.
• Seating should have lumbar support and be at a height of 450-475mm.
• Some seating with additional legroom.
• Audible commentary should be provided for visually impaired people.
• Movable tables and chairs should be used to provide flexible layouts.
• Induction loops or infra-red systems should be used to aid people with hearing impairments, particularly in large rooms for 12 people or more.
• Spaces for wheelchairs should be provided in all lecture theatres. These spaces should allow wheelchair users and their non-wheelchair user companions to sit together.
• Wheelchair spaces should make a minimum of 6 or 1% of the total seating whichever is greater.
• There should be sufficient circulation room to allow wheelchair users to manoeuvre into a space.

9.2 Offices
• Furniture should be arranged so that wheelchair users etc. have enough room to move around without obstruction (a minimum of 1200mm wide).
• Colour and tonal contrast should be used to define walls, floors, doors and furniture.
• Equipment such as photocopiers, faxes etc. should have adequate clear space around them to allow people with disabilities to use them.
• Blinds or anti-glare film should be applied to glazing to reduce solar glare.

9.3 Kitchens
• Open plan areas are preferred.
• The kitchen should be ergonomically designed with easy transfer between sink, hob and fridge.
• A hob should have a work surface on both sides. If possible a clear space should be left under the hob to allow a wheelchair user to approach from the front.
• If possible, there should be no cupboard space under the sink to allow easy wheelchair access.
• Lever taps should be installed – a single level mixer tap is advised.
• Work surfaces should be plain coloured and non-reflective.
• At least one section of work surface should have no cupboards or appliances underneath to allow wheelchair users to work at this section.
• Flooring must be slip-resistant even when wet. Light, plain flooring is best.
• Sockets and switches should contrast with their background.
• Mains switches, stopcocks and isolation valves should be easy to reach.
• Lighting should be adjustable. Additional task lighting should be used above each area of activity.
• Cupboard and appliance doors should have D-handles.

9.4 Bedrooms
• Door openings should be minimum width of 800mm.
• There should be a minimum of 1 wheelchair accessible bedroom for every 20 standard bedrooms.
• Accessible bedrooms should have access to the same communal facilities as standard bedrooms.
• Where possible bathrooms should be en-suite.
• Accessible bedrooms should be designed to accommodate two single beds side by side or a double bed. There should be a clear space of 1200mm at the foot of the bed with a minimum clear space of 1500 x 1500mm to one or both sides of the bed.
• A clear space in front of wardrobes of 900-1300mm is required.
• All furniture should have rounded edges and corners.
• Features such as door handles, sockets and switches should contrast with their background.
• Audible alarms and vibrating pagers are required.
• Visual warning devices should be incorporated into all fire alarm systems.

10.0 GENERAL

10.1 Surfaces
• Floor, ceiling and wall surfaces are important features in all rooms within a building. A clear colour
  and tonal definition between these features will aid orientation for people with visual impairments.
• Matt finishes should be used for all surfaces to prevent reflected glare.
• Flooring that has become worn should be renewed as it could present a trip hazard.
• Short pile carpets should be used as they can lower the noise level and aid wheelchair users and
  those with walking difficulties.
• Heavily patterned floor coverings should be avoided, as should highly polished floors which reflect
  sound and light and are often slippery when wet.
• In large open areas such as receptions and foyers, flooring which contrasts in colour, tone and
  texture can be used to create a guidance path and define routes.
• Colour schemes should be used to help orientate visually impaired people – doors, walls and floors
  should contrast in colour and tone with each other.
• Wall surfaces should be non-reflective to sound and light.
• Dark colours should be used behind reception desks to aid lip-reading.

10.2 Lighting
• Lighting is most effective when used in conjunction with colour and tonal contrast.
• Artificial lighting should be designed to complement natural lighting.
• External lighting of all escape routes to be provided.
• Fittings and positions should be chosen to avoid glare.
• Good background lighting combined with task lighting is essential.
• Individuals should have control of the lighting in their environment where practical.
• Large changes in illumination between rooms should be avoided.
• Lighting should be zoned, where possible, to allow adjustment to suit outside conditions.
• The amount of natural daylight entering a room or circulation space can be controlled by using
  adjustable blinds or anti-glare film on glazing.
• Windows directly behind a reception should be avoided.
• Windows in stairwells should be positioned so that they are directly in front of people as they travel
  up and down the stairs. Blinds or anti-glare film should be used to reduce solar glare.
• Artificial lighting can be used to provide orientation and directional information – lighting should run
  parallel with the direction of travel in corridors.
• Spotlights should be avoided as the sole source of light in area as this can create visually-
  confusing pools of light and dark contrast.
• Care should be taken when installing feature lighting in reception areas to ensure that shadows are
  not being cast over people’s faces.
• Lights should be fitted with diffusers where possible.
• Light switches should be of the large rocker type and should be centred at 1050mm above the floor
  surface. They should contrast in tone/c Colour with the surrounding wall.
• Task lighting should be used where required. Sockets and switches should be placed 850-1000mm
  above the floor surface, within 500mm horizontal reach.
• Trailing cables should be avoided.
10.3 Colour & Tonal Contrast

- 96% of people registered as blind or partially-sighted have some degree of vision. Contrasts in colour and luminance of features can be employed to help identify objects and avoid hazards.
- Contrasting colours should be applied to critical surfaces of key building elements, i.e. walls, ceilings, floors, doors and other features such as fixed seating.
- Colour and tonal contrast is most effective when used in conjunction with lighting.
- In large areas, light reflectance values for ceilings should be of a high value.
- Walls colours with a high reflective value can enhance luminance on the working surface and also increases the uniformity of light distributed.