



# Inclusivity and accessibility in the built environment – The role of regulation and standards

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MICRA Event  
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# **The role of BSI as the UK National Standards Body**

# BSI – Key Facts

**Experienced**



**Trusted**



**Specialist**



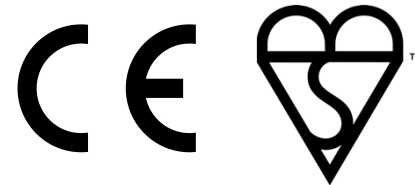
**Reputable**

**World's first National Standards Body**  
established in 1901,  
now a global business  
service organisation

**Royal Charter Company** reinvesting  
profits back into our  
business

Standards, Knowledge  
Solutions, Quality Marks,  
Certification, Training,  
and Specialist  
consultancy services

**Thought Leaders** –  
Shaped the world's  
most adopted  
standards...



# What do we mean by a Standard?



Market driven ✓

Developed by experts ✓

Open public consultation ✓

Consensus-based ✓

Documented good practice ✓

Conflicting standards are withdrawn ✓

Voluntary in its application ✓

Specification

Code of Practice

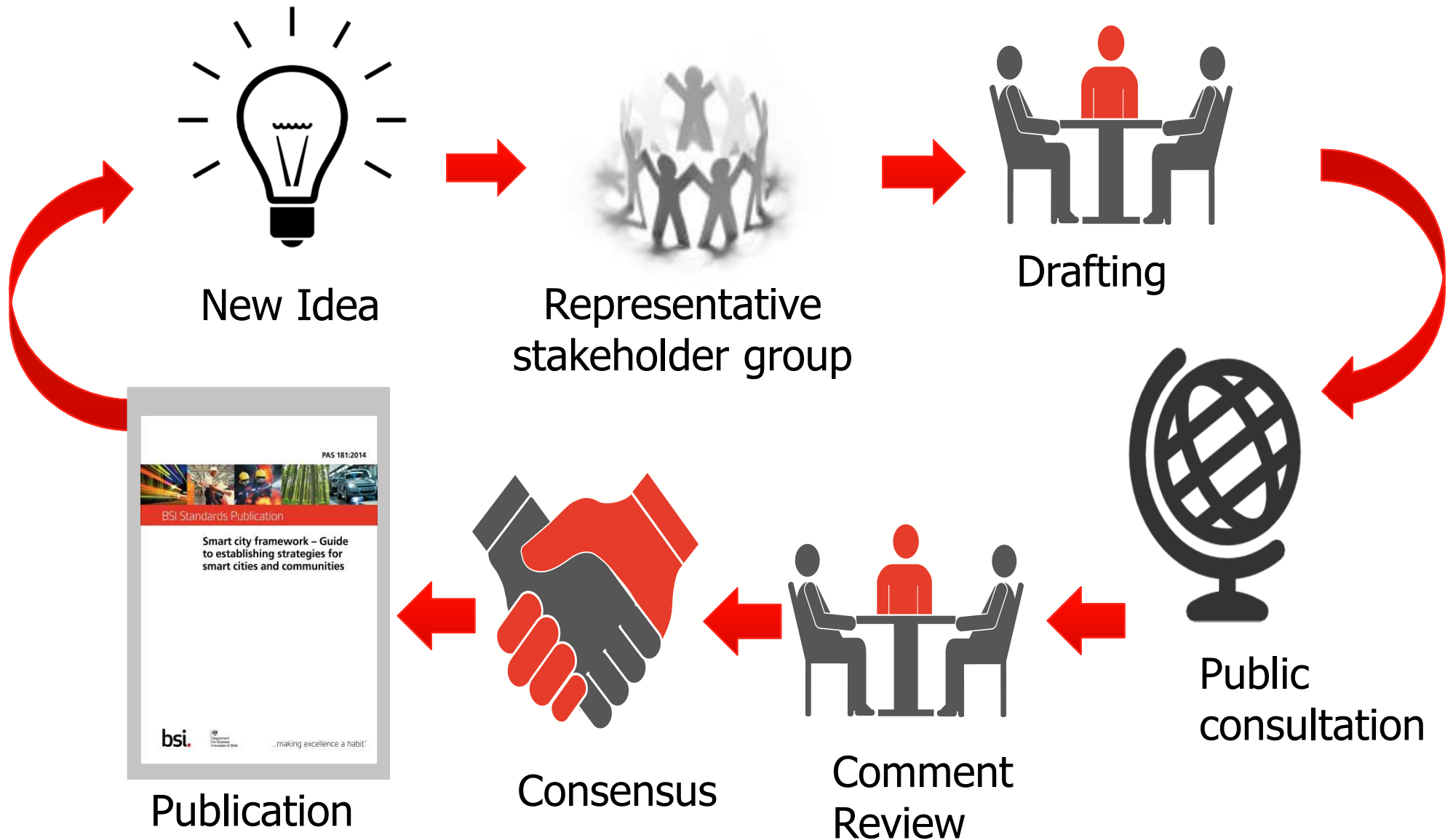
Guide

# BSI as the UK National Standards Body

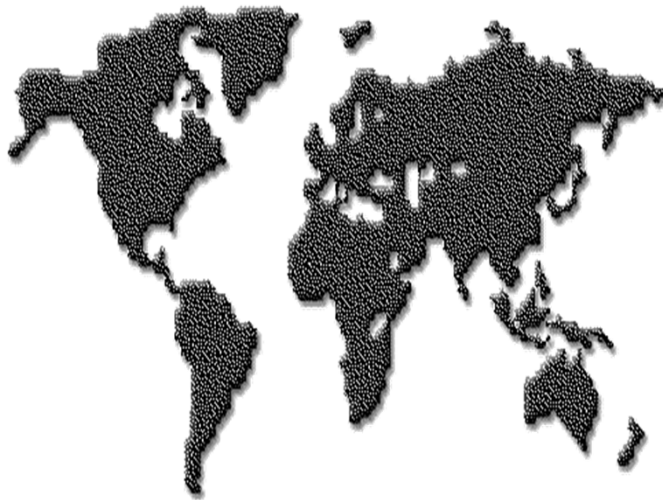
- Appointed by UK Government to develop and publish standards
- 36,000 published standards - 2,000 new or revised each year
- 95% have a European or international (ISO) origin
- Applied voluntarily by organisations – Can work alongside regulation
- Help support trade, increase productivity, drive innovation



# A standardized process for standards



# The international landscape



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**ISO**  
164 National Members

**CEN**  
33 National Members

**IEC**  
80 National Members,  
80 Affiliates

**CENELEC**  
24 common members  
with CEN





# **Relationships between regulations and standards**



# The relationship between regulations and standards

Regulations

**Mandatory**

**Created by legislator**

**Consultation according to government body's policy**

**Decided by government bodies**

**Revised when legislator decides**

**Gives requirements to protect public interest**

Standards

**Voluntary**

**Developed by standards organizations**

**Full open public consultation**

**Based on consensus of all interested parties**

**Considered for revision every 5 years**

**Provide specifications, test methods, codes, etc.**

# UK laws for buildings and disabilities

- **Building Regulations**

- Minimum standards for design and construction
- Developed by UK Government, approved by Parliament
- 16 Sections – including “Access to buildings”
- Includes getting into the building, toilet facilities, disabled seating
- Rules are enforced by local authorities

- **Equality Act 2010 (Disability Discrimination Act 1995)**

- Unlawful for a provider to refuse to offer a service, based upon disability
- Applies to buildings and environments
- Since 2004, providers have to make ‘reasonable adjustments’ to their service to accommodate disabled people

- **Compliance with Building Regulations and Equality Act are not the same**

# BSI Standards for Accessible Built Environments

- **BS 8300: Accessibility in public buildings - Recommendations**

- Based on Government research and user trials for construction sector
- Considers designs to help disabled people, including additional features:
  - Parking, ramps & steps
  - Doors, including fittings
  - Lobbies, corridors, seats
  - Lighting
  - Floor & wall surfaces
  - Signage, communication



- **BS 8300 alongside UK Building Regulations**

- Building Regulations set the requirements for accessible design
- BS 8300 provides more detail about how to meet regulatory requirements
- BS 8300 also provides a professional view of good practice
- Developed independently from regulation, but has a supporting role

# Developments to BS 8300 in 2018

- **A new standard (Part 1) created to cover external environments in more detail:**
  - Moves away from specific designs for disabled people
  - Focus on design, build and management of external environments that are inclusive
- **Internal environments (Part 2) are covered broadly in the same way as before, but with the inclusion of:**
  - New inclusive design recommendations
  - Recommendations for quiet spaces, fully accessible toilet facilities
  - Updates to assisted listening systems, reception counters, shops
- **Extends beyond traditional focus of physical impairment to cover neurological conditions**



# **Creating a pan-disability approach to accessibility in the built environment**

# Problems with existing laws - Example

- Wheelchair ramp complies with Building Regulations
- But the user lost their garden, and has difficulty using the ramp
- Lots of money spent on an unsatisfactory solution



- **Building for Equality: Disability and the Built Environment**
  - Published 19<sup>th</sup> April 2017
  - Recommends updating building regulations to ensure they adopt an inclusive design, pan-impairment approach
  - 'Levelling up' regulatory guidance as new British Standards are developed
- **Government response (March 2018)**
  - General agreement building access regulations need to be updated
  - Research into how well these regulations are used
  - Further issues may need to be addressed, including:
    - Ageing population
    - Complex & multiple disabilities
    - Obesity, tall and short stature
    - Cognitive impairment '*Design for the Mind*'

# Timeline for 'Design for the Mind'

2013

PM Dementia Challenge – Dementia Friendly Communities & consideration of guidelines for built environment and dementia

2014

Broadening of scope beyond dementia

2015

Exploratory workshop for 'Design for the Mind' themes

2016

Research study undertaken by Helen Hamlyn Design Centre identified eleven design themes for 'Design for the Mind'

2017

Identification of leadership and sponsorship for developing the guidelines



# Design themes for neurodiversity

Clarity

Sensory

Layout

Flooring

Decoration

Signage

Familiarity

Acoustics

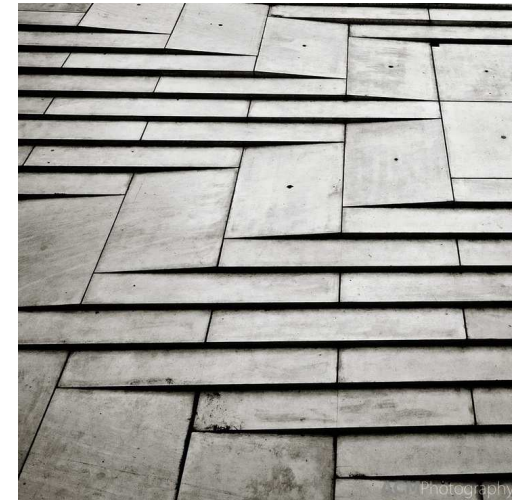
Safety

Preview

Lighting

# Challenges in creating 'Design for the Mind' guidelines

- **Effective participation from neurodiverse people**
  - Needs to cover a broad set of conditions and environments
  - Full involvement in the development process
- **It's not "one size fits all"...**
  - Diverse views exist around certain design features
  - Compromises may result in all-round dissatisfaction
- **Impact and evaluation**
  - How will it be accessed by those who apply it?
  - How will we measure the benefits to those who need it most?





# Future developments

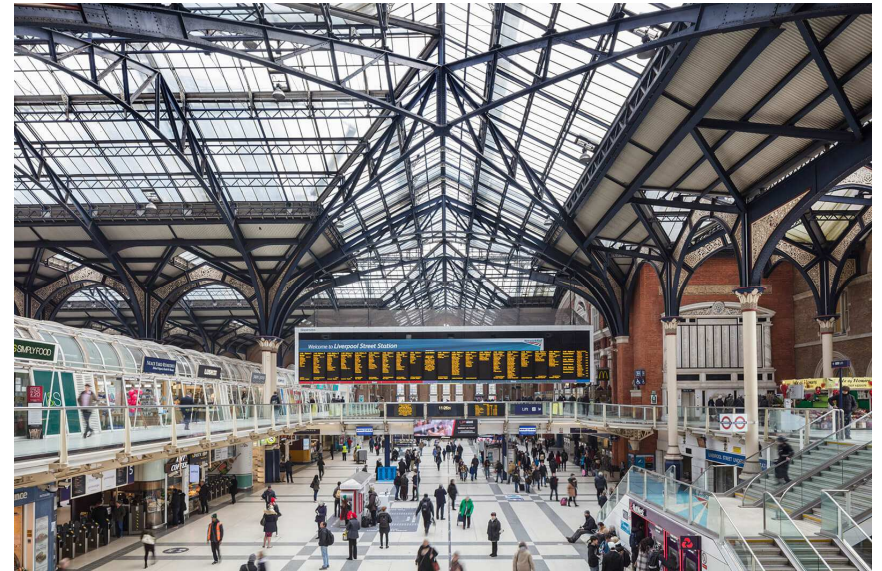
# 'Design for the Mind' Guidelines

- **Development of 'Design for the Mind' guidelines**

- Fast-track, sponsored route to create a set of national guidelines
- Based on eleven research design themes
- Government leadership
- Support from other public bodies

- **Involvement of disabled users**

- In the development process
- Post-publication evaluation studies



- **Potential for future incorporation into BS 8300 series**

# Industrial Strategy – Ageing Society

- **Use innovation to meet the needs of our ageing society**
- **New demands for healthy ageing products and services**
  - Care technologies
  - Housing models
  - Retirement savings solutions
- **Develop and maintain an innovation infrastructure**
  - Solving major industrial and societal challenges of our time
  - Leadership in intellectual property, measurement and standards



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Intellectual  
Property  
Office

**NPL**  
National Physical Laboratory



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# International Standards Landscape

- **ISO/TC 59/SC 16 'Built environment accessibility'**

- Published ISO 21542:2011 'Accessibility and usability of built environment'
- Similar to BS 8300, with some small differences

- **Other emerging ISO programmes:**

- Smart Cities
- Ageing Societies



- **CEN/CENELEC TC 11 'Accessibility in the built environment'**

- New project to support European Commission Mandate for accessibility in the built environment
- Developing European standard to cover the expected outputs from good accessible design practices

# Conclusions

- **Standards can provide good practices for designing buildings and environments for disabled people**
  - By supporting regulation
  - By improving the experience for disabled people
- **Built environment design standards should benefit everybody, not just disabled people**
- **Standards for accessibility and inclusivity require input from disabled people**
  - Use their experience to develop best practices
  - Measure their impact in the real world

Thank you for listening

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