Inclusive Design and Placemaking

Supplementary Appendix to Kent Design Guide

Stakeholder Draft

23rd June 2010

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1.0 Overview

The Kent Challenge

Addressing design issues for those who are disabled is becoming increasingly necessary. According to the Office for National Statistics (March 2009), nearly one in five people of working age (7 million, or 18.6%) in Great Britain has a disability. In Kent, this figure is lower, with 8,740 (1% of resident working age population) of people registered disabled (NSO, May 2009).

However, when considered alongside the fact that the population of the UK is ageing, one can expect this figure to rise, and with the number of 'oldest old' (i.e. 75 yrs+) doubling over the last 25 years, it is clear that accessibility for all has to be given significant priority.

Supporting the Kent Design Guide

*Inclusive Design and Placemaking (*hereinafter Inclusive Design*)* acts as a technical appendix to the Kent Design Guide by providing specific detail and guidance on how to address *accessibility for all* in Kent's future built environment. As such, it should be read alongside the Kent Design Guide and its other technical appendices.

It acts as a reference point for developers and planning consultants at an early stage of the planning process but is also a key reference tool for local authority officers responsible for highways and design of the public realm.

The guidance in this document applies to design of the public realm, including arrival at a building or public space. It does not intend to deal with matters inside buildings that are covered under Building Regulations, nor restate existing highway and streetscape guidance. However, the relationship of the guidance to Manual for Streets and other documentation that encourages a 'think access' approach is explicitly signposted.

The guidance can facilitate planners in pre-planning application discussions; and can help those determining planning applications to ensure that proposed new developments meet specific design standards. *Inclusive Design* also provides links to relevant legislation, standards, guidance and best practice case studies, to ensure that a more comprehensive approach to accessibility is considered during the early stages of design and development.

Scope of the Guidance

This guidance focuses on the public realm, spaces and environments outside of buildings. However, where Kent County Council (KCC) is planning to develop transport facilities, it will be expected to adhere to latest best practice and approved guidance on the design of passenger transport facilities (e.g. park and ride utility buildings, new rail stations, bus stops and shelters, taxi ranks).

The Kent Design Guide (KDG) was originally produced in 2005 and was adopted as Supplementary Planning Guidance to the Kent and Medway Structure Plan 2006 under policy QL1: *Quality of Development and Design*. With the demise of the Structure Plan, 10 of the 13 District

Councils and the Medway Unitary Authority in Kent have subsequently endorsed the Kent Design Guide as Supplementary Guidance; retaining KDG's role as the county-wide design policy framework and platform for future design policy initiatives.

The Kent Design Guide covers all forms of development, identifying good design as something that supports the social, environmental and economic vitality of the community in creating vibrant attractive places that are both memorable and contribute to Kent's character.

Inclusive Design is in the form of professional guidance and therefore has to be read in conjunction with any existing planning guidance and commitments in relation to issues such as listed buildings and conservation areas.

Therefore this *Inclusive Design* document focuses on:
- Access from the outside of buildings to the public highway;
- Access within 'grounds' and site curtilages (e.g. school sites);
- Access within masterplan areas (i.e. large new developments);
- Parks/open spaces/public rights of way including connections to spaces maintained by other organisations (e.g. towpaths maintained by British Waterways);
- Public realm including town centres, civic squares, home zones, streetscape etc.

Achieving a Common Approach to Inclusive Design
Inclusive Design therefore seeks to bring together public, private, community and voluntary sectors in achieving quality environments for

Kent, whilst not stipulating rigid provision or solutions which may be impractical and over-costly to deliver.

Whilst the guidance will be used to support planning application scrutiny and development management activities, it will also be applied to Kent County Council's own programme of highways, transport and public realm projects, applying the same standards and approach to inclusive design in the way KCC operates. This also applies in the case where KCC is the developer, e.g. for a new school or park and ride. It is intended that this dual focus of the guidance will also be promoted by each of the Kent District Councils through their own internal practices.

The document is therefore designed to help the following stakeholders achieve consensus and a common approach to access within Kent's urban and rural areas:

Kent County Council:
- As the *highway authority* responsible for the streetscape and other publicly adopted space. This covers a wide range of activities from new traffic management schemes through to maintenance responsibilities and asset management.
- As the *transport authority* responsible for provision of socially necessary public transport services, and also design of new infrastructure in partnership with rail and bus operators.
- As a *property organisation* responsible for its own estate including acting as developer; this also includes any

partnership arrangements that KCC may have through a PFI or equivalent programme.

- As the *education authority* responsible for provision of school facilities, home to school transport and access to schools by sustainable modes of travel.

- As the *social services authority* responsible for adult social care.

- As the authority responsible for *countryside access and public rights of way.*

District Councils:

- As the *planning authorities* responsible for the Local Development Framework and other local policy.

- As the *planning authorities* responsible for development management and making planning decision on new development proposals including the negotiation of developer contributions.

- As the authorities responsible for *parks, open spaces, recreation and other green infrastructure.*

- As holders of *property portfolios* of land and public buildings where the Councils will also act as developer.

- As *town centre managers* and owners of other shared public spaces.

Developers:

- As *applicants for planning pe*rmission for new development proposals where access issues should be addressed early in the planning process including building

design, the overall site, and its relationship and connectivity with the surrounding area.

Town/Parish Councils:

- As *key stakeholders, landowners and statutory consultees* who are best able to identify local placemaking needs and issues within their local towns and villages, but who may need assistance to present this in a consistent and transparent manner.

Access Groups:

- *As key* stakeholders who can provide helpful insight and intelligence into both pre-existing access issues and those associated with planning applications and new highways/transport projects.

Community Support Sector:

- As providers of further *enabling support* and advice to local groups and organisations to gather, collate and present key access issues e.g. Royal Town Planning Institute Planning Aid.

Statutory Consultees:

- Such as the Highways Agency, English Heritage, British Waterways and other organisations who will benefit from a consistent and transparent approach to public realm access in Kent enabling a common platform for engagement.

A Shared Challenge – A Shared Solution

Inclusive Design sets out a *common approach* to understanding development access solutions. At its heart is early engagement and participation not just from specific disability groups, but from wider community stakeholders that have an interest in placemaking in their local communities.

It is advisable that the main linkage in any local policy documents is to the parent Disability Discrimination Act (DDA) legislation. Section 49A (1) of the DDA 2005 therefore forms the backbone of this guidance.

An Action Plan will be developed as part of the Inclusive Design consultation process which will focus on the programme of activity needed by KCC and the District Councils to disseminate and embed the key messages in to daily practice. It is intended the Action Plan will be included as an appendix to this guidance document once the stakeholder consultation period and associated workshop are completed.

Inclusive Design and Placemaking

It is vital that this explicit linkage between inclusive design and how it supports wider placemaking objectives is fully understood and appreciated. Ownership of a design solution in any one location often rests with a cross-professional team that needs to reach consensus.

Ensuring that the pedestrian environment is 'accessible to all' is not only critical to meeting the access needs of individual disabled people, but contributes towards social inclusion and quality of life to a much wider

section of the population. There is an explicit link between Department for Transport (DfT) and Communities and Local Government's latest thinking on sustainable transport and the need to ensure walking and cycling feature highly within developers' solutions.

Both Manual for Streets (2007) and Guidance for Building Sustainable Transport Infrastructure into New Developments (2008) by necessity rely heavily on an inclusive design approach, and one which places the pedestrian environment at the top of the access hierarchy.

Manual for Streets – User Hierarchy

Pedestrians ↓ Consider Last	• **Pedestrians** • **Cyclists** • **Public Transport Users** • **Specialist Service Vehicles (emergency services, waste etc)** • **Other Motor Traffic**
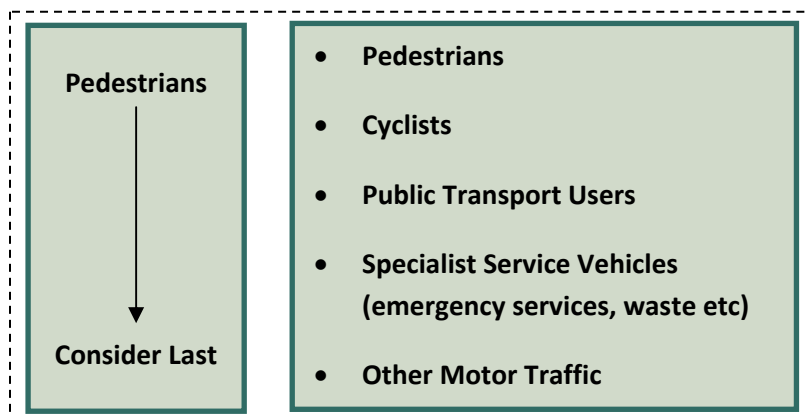
The physical improvements packaged together for Disability Discrimination Act purposes will also support other sustainable transport mechanisms such as travel plans and other smarter travel interventions designed to reduce car use.

Providing Stakeholders with Key Tools

This guidance signposts key documentation on the Disability Discrimination Act and 'access for all' that enables a more detailed understanding of the reasons behind inclusive design.

Access Audit Toolkit

In order to provide a consistent approach to inclusive design, Kent County Council have produced a *Public Realm Access Audit* toolkit (attached as Appendix 1) to help stakeholders engage and assess access issues early in the design and planning process. This is explained later in the guidance, but will provide an easy to use tool that local authorities, consultants, developers and community groups (potentially with some adaptation) can adopt.

2.0 The Status of *Inclusive Design* Guidance:

The Importance of the Disability Discrimination Act (DDA)

The Disability Discrimination Act (DDA Parts 3 & 5: 1995/2005) and subsequent Disability Equality Duty (DED: 2006) give people with disabilities important rights not to be discriminated against. This includes the areas of transport and highways, and access to everyday goods and services such as civic buildings, shops, cafes, banks and places of worship.

The concept of inclusive design has emerged to counteract potential discrimination in the area of access to goods and services, by focussing on an approach to designing buildings and public spaces that are accessible to all and make special provision for people with disabilities, rather than integrating their needs with all other users.

Section 49A and what it means for the built environment

Section 49A (1) of the Disability Discrimination Act 2005 is the main legislative driver for this guidance. It is based on the application of the six obligations outlined below, whereby Kent local authorities discharge their responsibilities within the planning and public realm design process.

The Disability Discrimination Act (1995/2005) and Disability Equality Duty (2006) legislate for public sector organisations, with a particular emphasis on policy making and public service delivery. Pursuant to Section 49A of the DDA (public duty issues), every public authority in carrying out its function shall have due regard to:

- The need to eliminate discrimination that is unlawful under this Act
- The need to eliminate harassment of disabled persons that is related to their disabilities
- The need to promote equality of opportunity between disabled persons and other persons places people at the heart of the design process;
- The need to take steps to take account of disabled persons' disabilities, even where this involves treating disabled persons more favourably than other persons;
- The need to promote positive attitudes towards disabled persons;
- The need to encourage participation by disabled people in public life.

This means that the early thought processes, consultation and participation stages as well as particular design activities have to *'think access'* at their heart.

National Planning Policy Context

Planning Policy Statement 12 gives District Councils the ability to endorse supplementary guidance prepared by a government agency, regional planning body or a County Council.

Only supplementary guidance that has undergone the requisite community engagement and sustainability appraisal, where required, can be endorsed by a Local Authority, and given the weight equivalent to a Supplementary Planning Document (SPD).

The Kent Design Guide (KDG: 2005) is supported by the 'Sustainability Appraisal of the Kent Design Guide' (Jacobs Babtie). Both the consultation document and Sustainability Appraisal ensure compliance with the requirements of the Planning and Compulsory Purchase Act Regulations 2004. Therefore, Local Authorities can adopt the KDG as a Supplementary Planning Document (SPD) subject to the prior adoption of an appropriate policy hook in the Core Strategy Development Plan Documents.

In the absence of a higher tier policy hook in the Core Strategy, although *Inclusive Design* is not a Supplementary Planning Document, it will undergo the same disciplines and consultation for SPD as set out in the plan making regulations, and thus can be afforded a weight commensurate with that of SPD's in any decision making process, in addition to its status as professional guidance supported by the DDA.

3.0 National Planning and Transport Policy Context

There are a number of policy and guidance sources which support inclusive design and advocate practical ways in which the public realm can be enhanced, particularly for disabled people and other pedestrians.

Planning Policy Statement 1 (PPS1) 'Delivering Sustainable Development' (2005)

PPS 1 sets out the overarching planning policies on the delivery of sustainable development through the planning system. Paragraph 13 of PPS1 sets out a number of key principles that are to be applied to ensure that both development plans and development management decisions contribute to the delivery of sustainable development.

One of the key principles states that planning policies should promote high quality inclusive design in the layout of new developments and individual buildings in terms of function and impact not just for the short term but over the lifetime of the development.

PPS 1 also states that development plans should contain clear, comprehensive and inclusive access policies in terms of both location and external physical access. Such policies should consider people's diverse needs and aim to break down unnecessary barriers and exclusions in a manner that benefits the entire community.

Planning Policy Statement 3 (PPS3) 'Housing' (2006)

Reflecting advice in PPS1, PPS3 advocates that good design should contribute positively to making places better for people. It is advised that design policies should be aimed at creating places, streets and spaces which meet the needs of people, are visually attractive, safe, accessible, functional, inclusive, have their own distinctive identity and maintain and improve local character.

Planning Policy Statement 4 (PPS4) 'Planning for Sustainable Economic Development' (2009)

PPS4 states that Local Planning Authorities should assess planning applications for economic development against a number of impact considerations, including, whether a proposal secures high quality and inclusive design, which takes opportunities available for improving the character and quality of the area and the way it functions.

Planning Policy 5 (PPS5) 'Planning for the Historic Environment' (2010)

PPS5 is concerned with those parts of the historic environment that have significance because of their historic, archaeological, architectural or artistic interest, which are termed 'heritage assets'. This statement also covers heritage assets that are not designated but which are of heritage interest and are thus a material planning consideration.

If a site is considered to have potential to include heritage assets, PPS5 requires developers to provide an assessment of the impact of the

proposal in the planning application for the site (within the design and access statement when this is required). This will form part of the explanation of the design concept, and should detail the sources that have been considered and the expertise that has been consulted.

Planning Policy Statement 12 (PPS12) 'Local Development Frameworks' (2008)

Advice in PPS12 states that in preparing local development documents, local planning authorities must include policies on design and access. Furthermore, PPS12 encourages development that is well-designed and responds to the local physical, social and economic context, as well as being safe, clean, attractive and accessible for all users.

Planning Policy Guidance Note 13 (PPG13) 'Transport'

PPG13's primary objectives are to integrate planning and transport at the national, regional, strategic and local level as well as to promote more sustainable modes of transport (for both carrying people and moving freight).

The guidance outlines that when managing development local authorities should look to promote sustainable modes of travel by ensuring that people can access key areas and services by walking and cycling and public transport. It also highlights that major travel generators should look to be developed close to major public transport interchanges and that that the needs of disabled people as pedestrians are fully accounted for. It specifically outlines that quick, easy and safe

interchange is essential to integration between different modes of transport.

The document also outlines that in the design of individual developments community safety and road safety are paramount. It emphasises that a key planning objective is to ensure that jobs, shopping, leisure facilities and services are accessible by public transport, walking, and cycling particularly in relation to promoting social inclusion.

Planning Policy Guidance Note 17 (PPG17) 'Planning for Open Space Sport and Recreation' (1991) and Consultation Draft 'Planning and the Natural Environment' (2010)

PPG17 advises that in looking to improve existing open space and facilities, local authorities should encourage better accessibility of existing open spaces and sports and recreational facilities, taking account of the mobility needs of the local population. Also, in identifying where to locate new areas of open space, and sports and recreational facilities, local authorities should promote access by walking, cycling and public transport, and ensure that facilities are accessible for people with disabilities.

The latest consultation focusing on the natural environment and green infrastructure, emphasises that sustainable development is the core principle underpinning planning. Specifically the document outlines that planning should:

- Conserve and enhance the natural environment;

- Minimise vulnerability of places, people and wildlife to the impacts of climate change;

- Deliver safe and attractive places to live including ensuring that open spaces, green infrastructure, sports and recreation spaces are safely and easily accessible by walking, cycling or public transport.

4.0 Regional Policy Context

South East Plan: Policy CC6 'Sustainable Communities and Character of the Environment' (2009)

Policy CC6 states that 'actions and decisions associated with the development and use of land will actively promote the creation of sustainable and distinctive communities. This will be achieved by developing and implementing a local shared vision which…use innovative design processes to create a high quality built environment which promotes a sense of place…this will include consideration of accessibility, social inclusion, the need for environmentally sensitive development and crime reduction.'

5.0 Principles of Inclusive Design

A truly inclusive society demands an environment in which a diverse population can exist harmoniously and where everyone, regardless of disability, age or gender, ethnicity or other circumstances, can participate equally and independently, with choice and dignity. The design and management of the whole range of buildings, spaces, and places are a fundamental part of this.

An important principle that underpins recent legislation and work on producing an inclusive society has been the wider application of the "Social Model of Disability". This model views everyone as equal and demonstrates that it is society which erects barriers that prevent disabled people participating and restricts their opportunities. Best practice inclusive design aims to remedy this problem by creating an environment where everyone can access and benefit from the full range of opportunities available to all members of society.

CABE (2006) describe inclusive design as 'making places everyone can use'. In their guidance document, entitled *Principles of Inclusive Design* (2006), CABE note that by 'designing and managing the built environment inclusively, the frustration and hardship experienced by many – including people with disabilities, older people and families with small children – can be overcome (2006: iii).' Five principles set by CABE are deemed vital towards achieving this objective, and are broken down as follows:

Principles of Inclusive Design

1. Placing people at the heart of the design process – through extensive stakeholder consultation during the early stages of a development proposal.
2. Acknowledging diversity and difference – good design can only be achieved if the environment created meets as many people's needs as possible.
3. Offering choice – where a single design solution cannot accommodate all users, applying the same high design standards should enable the access requirements of all users to be met.
4. Providing flexibility in use – places need to be designed so they can adapt to changing uses and demands.
5. Providing buildings and environments that are convenient and enjoyable to use for everyone – involves considering roads, walkways, building entrances, signage, lighting, visual contrast, materials.

6.0 Inclusive Design Guidance and KCC Access Audit Tool

Sound Principles

The principles above provide an important starting point for addressing inclusive design in the built environment. They should be used in assessing planning applications and in drawing up masterplans and area planning frameworks, as well as in the scoping of highways and traffic management schemes.

Local Authorities must also require most development proposals to include an Access Statement, showing how the principles of inclusive design, including the specific needs of people with disabilities, have been integrated into the proposed development, and how inclusion will be maintained and managed.

These principles and the guidance below should be adopted by all responsible for changing or managing the built or highways environment.

KCC Inclusive Design Guidance

Local Authorities should integrate and adopt the principles of inclusive design so that public realm spaces, schemes and new developments:

- *Can be used safely, easily and with dignity by all regardless of disability, age, gender, ethnicity or financial circumstances.*
- *Are convenient and welcoming with no disabling barriers, so everyone can use them independently without undue effort or separation.*

- *Are flexible and responsive to taking account of what different people say they need and want, so people can use them in different ways.*
- *Are planned in a way that encourages active community participation, particularly from disability/access groups and 'hard to reach sectors.*
- *Are realistic, offering more than one solution to help balance everyone's needs, recognising that one solution may not work for all.*

The expectation is that this principal guidance can be applied at different layers within the local authority's activities i.e.

- Level 1 - Local Development Framework (LDF)
  Ensuring that the principle of inclusive design is recognised within the high level strategy and objectives of each LDF in Kent.

- Level 2 - Area Action Plan (AAP)
  Ensuring that the principle of inclusive design in captured in terms of general access principles, and access 'design codes' within AAP documentation.

- Level 3 - Masterplan level
  Ensuring that connectivity principles, layout, street functionality/hierarchy, land use zoning and access to play and open space are built around an inclusive design approach. This may also include a broad brush 'connections' access audit for pedestrian routes.

- Level 4 - Outline planning application for major development
  Ensuring that all masterplan principles are adhered too but requires an access audit for assessing the connections beyond the red line boundary of the site which is linked to the transport assessment and travel plan and Section 106 agreement.

- Level 5 - Detailed planning application for major, minor and other development
  Ensuring a full DDA appraisal including costing is carried out for Section 106 purposes. The detail and scale of the audit will depend on size and type of development.

Conservation Areas and Listed Buildings

Whilst inclusive design is a primary objective of any development or streetscape scheme, it is appreciated that there are other policies and drivers associated with the conservation of specific buildings and their setting, and the preservation and enhancement of wider locations through Conservation Area designations.

The provision of an 'access for all' approach does not need to preclude high quality design solutions. However, careful consideration should be given to the design rationale early in the scoping and planning process, so that 'competing demands' can be managed and stakeholder discussions facilitated. Attention to materials palette, long term maintenance and problems associated with a disconnected streetscape environment need to be tackled early in discussions.

KCC Access Audit Guidelines

In order to provide a consistent and universal approach to public realm access auditing, Appendix 1 sets out the toolkit for scheme engineers, developers and their consultants to follow when appraising a location prior to scheme design or as part of preparation of a planning application. This ensures that key access issues are flagged up early and addressed as part of the scheme or application process. The audit guidance also stands alone as a separate toolkit, which will be available to download from www.kent.gov.uk in due course.

These access audit guidelines have been developed through best practice and continual improvement over a number of years and tested in a number of locations across the UK (Gloucester, Cheltenham, Bath, Bristol, Carlisle, Essex and East Sussex) with success.

The audit process is therefore suitable for a number of applications i.e.

- Auditing a streetscape prior to preliminary and detailed scheme design to ensure that all DDA 'failures' and opportunities are properly recorded and explained to the scheme engineer. Through this process a large number of access issues can be 'designed out' at no extra cost. This avoids the risk of remedial action later on the implementation process.

- Auditing a series of key pedestrian routes to ensure that all future development affecting the route contribute 'fairly and reasonably' to their improvement under the provision of Circular 05/05. The access audit and its use within the planning processes is also

supported by Regulation 122 of the Community Infrastructure Levy Regulations, which came into force on the 6th April 2010. This Regulation reinforces the legality of a planning obligation and the policy tests set out in Circular 05/05.

- Assessing pedestrian routes on a town wide basis to inform AAP and LTP activities.

- Auditing specific routes that connect to a particular development proposal, to be presented as an Annex to the Transport Assessment and linked to the Travel Plan in relation to walking accessibility and the target level of reduction of car trips anticipated. This applies to public developments (e.g. schools) and to private developments.

- Community audit exercises whereby the full (or abridged audit) can be used by Parish Councils, Access Groups, Shopmobility and other community organisations to assess the accessibility of the target locations.

- Setting out a rolling programme of audits for critical locations in Kent, in line with emerging LTP3 priorities. This would ensure that the necessary intelligence is collected and processed prior to scheme development and ensure that social inclusion and accessibility issues are identified early in the process.

In all cases the remedial works can be prioritised and then costed according to KCC's standard schedule of works. An important part of the

audit process is the accurate recording of barriers and obstacles in the streetscape including existing clearance widths to ensure the extent of remedial works are properly recorded. The information can be recorded digitally or manually, and then translated into the appropriate format (i.e. GIS).

The pricing can be used to support businesses cases and collaborative funding assembly. It can also be used to justify negotiated Section 106 contributions where the pedestrian linkages are particularly important to the viability of the development scheme and the targets level of sustainable travel use from the site.

The costing tool will also help evaluate the cost/benefits of enhancing an existing scheme with 'top up funding' to remove a more substantial number of barriers.

For example, in Essex, the access audit processes for Chelmsford and Loughton led to the development of scheme solutions that could remove over 90% of the access issues, by making the scheme engineers fully aware of the specific items early in the design process.

7.0 Signposting: Legislation

The Disability Discrimination Act (1995/2005)

http://www.direct.gov.uk/en/DisabledPeople/RightsAndObligations/DisabilityRights/DG_4001068

The DDA contains duties to make reasonable adjustments to physical features of premises in certain circumstances. Subject to the provisions of Schedule 1, a person has a disability for the purposes of this Act if he has a physical or mental impairment which has a substantial and long-term adverse effect on his ability to carry out normal day-to-day activities. Part 3 of DDA pertains to disabled people and their right of access to goods, facilities and services.

The Disability Equality Duty (2006)

http://www.direct.gov.uk/en/DisabledPeople/RightsAndObligations/DisabilityRights/DG_10038105

The DED represents an opportunity for the public sector to address the inequalities that disabled people face in their day-to-day lives and their chances for the future. Highway and Planning Authorities must comply with the Disability Equality Duty under the Disability Discrimination Act 2005.

Public bodies had a statutory duty to produce a Disability Equality Scheme (DES) by the 4th of December 2006. A DES is a framework that assists authorities to plan, deliver, and report on activities which they undertake to ensure that they comply with the DED. Local Authorities (LA) have a duty to ensure that they have clear audit trails and to act conscientiously.

There must be evidence that:

- The LA's DES has been referred to
- That the provisions of S49a of the DDA (2005) have been given due regard
- That a Disability Equality Impact Assessment (DEIA)has been carried out

In terms of transport, highways and planning functions, the DES documents at District and County level are both important. Key documents such as the Local Transport Plan will need to be consistent with the DES, and likewise the Local Development Framework and Core Strategy processes must also reflect the corporate commitments of the District Authorities in Kent. Also, Area Action Plans and Supplementary Planning Document's (SPD's) pursuant to LDF must be compliant with the DES.

Part M of the Building Regulations (2004): Access to and Use of Buildings

http://www.ihsti.com/tempimg/5F34176-CIS888614800278563.pdf

This Approved Document deals with the requirements of Part M of Schedule 1 to the Building Regulations 2000 (as amended). The most relevant Section is entitled *'Access to and Use of Buildings Other Than Dwellings'*. Approved documents are intended to provide guidance for some of the more common building situations. The guidance, technical details and diagrams that follow in Part M cover the areas of approach paths, car parking, access steps, handrails and entranceways.

8.0 Signposting: General Design Guidance

British Standard BS8300:2001 - Design of buildings and their approaches to meet the needs of disabled users (2009)

http://www.ihsti.com/tempimg/5F34176-CIS888614800288303.pdf

BS8300:2009 explains how the built environment can be designed to anticipate, and overcome, restrictions that prevent disabled people making full use of premises and their surroundings. It makes recommendations for car-parking provision, setting-down points and garaging, access to and around all buildings, and entrances to and interiors of new buildings.

CABE: Civilised Streets (2008)

http://staging.cabedb.precedenthost.co.uk/publications/civilised-streets

Civilised Streets looks at different design approaches and at notions of street safety. It explores recent discussions on shared space and explains the many benefits of the recent change in thinking away from the car and towards the pedestrian, with a focus on creating streets that work for all.

CABE: Inclusion by Design - Equality, Diversity and Built Environment (2008)

http://www.cabe.org.uk/files/inclusion-by-design.pdf

Inclusion by Design addresses the wider issues of design and social inclusion, beyond the more traditional definitions of "access".

CABE: Living with Risk: Promoting Better Public Space Design (2007)

http://www.cabe.org.uk/files/living-with-risk-full.pdf

Living with Risk explores views from national organisations concerned with risk and public spaces, while 10 case studies of public space schemes help establish how consideration of risk impacts of the design process and the implications for the choices of clients, professionals and the public.

CABE: The Principles of Inclusive Design: They Include You (2006)

http://www.cabe.org.uk/files/the-principles-of-inclusive-design.pdf

The Principles of Inclusive Design sets out 5 key principles at the heart of inclusive design. This guide sets out the principles of inclusive design to create places that everyone can use.

Centre for Accessible Environments – Designing for Accessibility (2004)

http://www.cae.org.uk/publications_list.html

Designing for Accessibility contains a good introduction explaining Part M, Approved Document M, BS8300, Access Statements and the Disability Discrimination Act 1995. It also uses diagrams and technical data to highlight how inclusive design can be facilitated in external environments.

English Heritage: Easy Access to Historic Buildings (2004)

http://www.english-heritage.org.uk/upload/pdf/EH_EasyAccess_2004.pdf

Easy Access to historic Buildings offers advice on how to develop a framework in which the requirements of each property, and the needs of its users, can be assessed and an access strategy agreed. The

guidelines are intended for those who own, manage or occupy historic buildings in England, and who, under the service provider, employer and education provisions of the DDA, have particular responsibilities towards people with disabilities. The guidelines also extend to those who will be professionally involved in planning alterations to historic buildings or in advising on alternative forms of service provision.

Papworth Trust: Guide to Developing Inclusive Communities - A 12 step guide to planning, designing and managing communities which are inclusive for disabled people (2008)

http://www.papworth.org.uk/downloads/FINAL%20Guide%20to%20Developing%20Inclusive%20Communities%20Mar%2008.pdf

Part M & RNIB Joint Mobility Unit Publication – Sign Design Guide – A Guide to Inclusive Signage & BS8300:2001

http://www.signdesignsociety.co.uk/shop/products.php?item_id=108

The Sign Design Guide is published jointly by the Sign Design Society and the Royal Institute for the Blind (RNIB). It focuses on making environments accessible to everyone and addresses the concept of inclusive signage. It provides clear guidance on producing signs and other wayfinding information to assist UK users to comply with the Disabilities Discrimination Act.

Planning and Access for Disabled People – A Good Practice Guide ODPM (2003)

http://www.communities.gov.uk/publications/planningandbuilding/planningaccess

This document offers a number of good practice points to inform the reader on how best to facilitate disabled people in the planning and design process.

Sport England: Access for Disabled People (2002)

http://www.sportengland.org/search.aspx?query=access+for+disabled+people

This guidance note addresses the requirement to provide people with disabilities with full access to all sports facilities. It indicates what reasonable provision in a modern sport facility is, and provides checklists for use in conjunction with access audits and an audit methodology.

The Countryside Agency: Paths Without Prejudice (2001)

http://www.naturalengland.org.uk/

This best practice guidance provides information aimed at improving countryside paths, trails and routes that to make them suitable for users of all ages and abilities. *Paths Without Prejudice* is designed to assist Highways Authorities when deciding upon what steps they will be taking to comply with the duties of service providers within the Disability Discrimination Act 1995.

The Countryside Agency: Sense and Accessibility (2000)

http://www.naturalengland.org.uk/

Sense and Accessibility provides guidance to land managers in rural settings for improving access to people with mobility impairments.

Play England – Better Places to Play through Planning

www.playengland.org.uk

This deals with universal design principles for children's play space and ensures provision is inclusive and integrated. This is particularly important to local authorities receiving Play Pathfinder and play Builder funding for new and refreshed play provision.

Engagement and Participation

Guidance for Disabled People - (Disability Rights Commission, 2006).

www.dotheduty.org

The Disability Rights Commission has produced guidance for disabled people on the Disability Equality Duty to encourage disabled people to participate. The document explains how disabled people and their organisations can expect to be involved and what they can do to help public authorities achieve effective involvement.

9.0 Signposting: Highways and Transport Guidance

DfT/CLG Good Practice Guidelines: Delivering Travel Plans through the Planning System (2009)

www.dft.gov.uk/pgr/sustainable/travelplans/tpp/

This document sets out in detail how travel plans should be developed to accompany planning applications, and the importance of introducing the travel plan early on in the scoping and pre-application stages.

The guidelines also stress the need for the necessary infrastructure (including walking/cycling networks and access to public transport) to be scoped out as part of the travel plan process, so the necessary support infrastructure is in place to enable people to use sustainable transport alternatives.

This approach supports the allocation of the access audit tool, as it helps to identify, plan and priorities those 'easy access' routes which are vital to site connectivity and safe and independent access.

DfT Pedestrian Guardrailing (April 2009)

http://www.dft.gov.uk/pgr/roads/tpm/ltnotes/ltn209pedestrian.pdf

This Local Transport Note provides guidance that local authorities may choose to adopt, including a description of the development of policy guidance on guardrailing and an assessment procedure for the evaluation of the need for the installation or removal of pedestrian guardrailing, particularly at pedestrian crossings and road junctions.

DfT Building Sustainable Transport Infrastructure into New Developments (2008)

www.dft.gov.uk/pgr/sustainable

Whilst these guidelines were originally written to focus on Eco-towns and Growth Points they contain a number of key design principles which are useful for any larger scale development proposal or urban extension situation. Given the growth planned for the South East, and particularly in Kent towns such as Ashford, this document clearly encourages both local authorities and developers to fully consider the 'menu' of sustainable transport options early on in the planning process.

The guidance explains how Growth Points and Eco-towns should therefore foster an ethos of green travel from the outset by integrating sustainable travel choices into their planning and design process. In order to influence travel behaviour it is imperative that the future needs of a community are considered and captured through good quality planning before infrastructure is put in place. Opportunities must be taken within the planning process to make cycling, walking and public transport the modes of choice. Theses modes must be made more convenient for the majority of journeys than car usage, in order to promote genuine modal shift.

DfT Manual for Streets (2007)

http://www.dft.gov.uk/pgr/sustainable/manforstreets/mfssummary.pdf

Manual for Streets provides guidance for practitioners involved in the planning, design, provision and approval of new residential streets, and modifications to existing ones. The importance of inclusive design is addressed in Chapters 1 & 6 and emphasises throw consideration of access for all issues is an opportunity for enhanced design solutions rather than a 'compliance' regime. The DED principles are also supported through the Manual for Streets approach.

Planning, buildings, streets and disability equality (Disability Rights Commission, 2006)
www.dotheduty.org/sectoral-guidance.asp

A guide to the Disability Equality Duty and Disability Discrimination Act 2005 for local authority departments responsible for planning, design and management of the built environment and streets.

DfT Guidance on the use of Tactile Paving Surfaces (2005)

http://www.dft.gov.uk/adobepdf/259428/tactilepavement

For blind and partially sighted people. The document covers key design principals for information surfaces, guidance paths, warning surfaces, pedestrian crossings etc. This document also uses diagrams and measurements to make the content more understandable.

Inclusive Projects (**Disabled Persons Transport Advisory Committee, 2003)**
http://dptac.independent.gov.uk/pubs/inclusive/guide/02.htm

This stresses the need to commit to and integrate inclusive design principles when planning and implementing projects.

Planning and Access for Disabled People (Office of the Deputy Prime Minister, 2003)
www.communities.gov.uk/publications/planningandbuilding/planningacce ss
This defines an inclusive environment as one that can be used by everyone regardless of age, gender or disability.

DfT Inclusive Mobility – A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure (2003)
http://www.dft.gov.uk/transportforyou/access/peti/inclusivemobility?page =1
Inclusive Mobility provides guidance on established best practice in a general sense, which relevant organisations can apply to their particular situations. The document includes information and diagrams on best practice for footways, footpaths, pedestrian areas, tactile paving surfaces, car parking, transport related access guidance, i.e. Taxi stops, bus stops, transport related buildings etc. The DfT's Manual for Streets references this document in a section entitled Street Users' Needs.

Inclusive Mobility: A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure (Department for Transport, 2002)
http://www.dft.gov.uk/transportforyou/access/peti/inclusivemobility

This is a guide to best practice on access to the pedestrian environment and public transport infrastructure. This document represents the minimum standards that local authorities should be working to. They are not mandatory standards, but local authorities should be strongly

encouraged to adopt them.

Reducing Mobility Handicaps – Towards a Barrier Free Environment (1991)

www.ciht.org.uk

This guidance outlines that everyday journeys to work, shopping and leisure can be a source of stress for those who are partially sighted, elderly or who have some other form of mobility issue. The guidelines promote greater awareness among planners and engineers.

Providing for Journeys on Foot (2000)

www.ciht.org.uk

The guidance outlines best practice in planning and providing for pedestrians. The document outlines how to plan and implement walking measures as part of a wider integrated transport strategy.

10.0 Signposting: Access Statement Guidance

CABE: Design and Access Statements: How to write, read and use them (2006)

http://www.cabe.org.uk/files/design-and-access-statements.pdf

Explains what design and access statements are and how they work with both detailed and outline planning applications. This document also shows people who are writing statements what to include, and outlines how local authority planners and councillors and anyone else considering a planning application can use statements to check if the proposal is good enough to approve.

Design and Access Statements - Issued through CLG Circular 01/2006: Guidance on Changes to the Development Control System

http://www.communities.gov.uk/documents/planningandbuilding/pdf/144854.pdf

This document provides guidance on changes to the DC system introduced by the Planning and Compulsory Purchase Act 2004. A design and access statement must accompany planning applications for both outline and full planning permissions. Amongst other things, an access statement should provide information on any consultation undertaken in relation to issues of access and how the outcome of this consultation has informed the development proposals. This should include, for example, a brief explanation of the applicant's policy and approach to access, with particular reference to the inclusion of disabled people, and a description of how the sources of advice on design and accessibility and technical issues will be, or have been followed.

11.0 Signposting: Case Studies

In order to support local authority officers, developers, consultants and community groups we plan to produce a series a case study 'proformas' to show what can be achieved and lessons learnt.

This is not designed to duplicate existing national best practice sources (e.g. CABE, CAE) but designed to bring a Kent focus to the case studies

We will be looking for examples of best practice through the consultation process and it is envisaged that these will form part of any training seminars run later in 2010.

At this stage it is planned that the case studies will cover:

- A major housing scheme/urban extension
- A town centre traffic management/urban improvement scheme
- A residential-based traffic management programme
- A Safer Routes to School/community walking route
- A public right of way enhancement
- A new school development
- A retail development
- A public transport interchange scheme
- An improvement scheme to a park/open space, potentially including a new play area

These case studies will be accompanied by training on 'Do's and Don'ts - pointing out frequent mistakes and pitfalls made in the design process and how to avoid them.

The training programme associated with the guidelines will also draw on wider best practice, and in particular show instances where the access audit approach has assisted with

- Section 106 negotiations, tipping the balance in favour of sustainable transport access
- Making the transport case for development easier and more acceptable
- Support major urban extension applications and smaller scale developments
- Planning Appeal evidence and Common Ground
- Community – level audits
- Supporting town centre Area Action Plans
- Town centre civic and public realm schemes
- Improved linkage from employment areas to public transport facilities
- Safer Routes to School
- Preliminary and detailed design of highway schemes, removing many DDA barriers as part of the scheme proposals

12.0 Signposting: Training and Development

As part of the development of Inclusive Design KCC will be holding 2 stakeholder workshops as part of the engagement process

Stage 1: Workshop (July 2010) will involve a number of stakeholders who have a 'technical' interest in the guidelines and will be used as a screening process to establish the user-friendliness of the documents and the access audit process to professionals who will need to use the tool. Key disability groups, access organisations and umbrella community groups are being included in this round of consultations

Stage 2: Formal Consultation (Sept 2010) broadens this out to wider stakeholders including community organisations, Parish Councils etc.

It is intended to run dissemination training events for local authority staff, developers and their consultants to ensure there is consistent application of the guidelines, particularly across KCC's own scheme programme and through the planning application process . The running of a simplified programme for Parish Councils, Access Groups and other community organisations is also being considered.

There are also a number of existing training and development opportunities available to planners, engineers, architects and other professionals involved in 'placemaking'. Whilst this guidance cannot recommend one particular source of training, the Centre for Accessible Environments website provides a helpful portal through which training can be accessed. Go to www.cae.org.uk for more information

13.0 Key Organisations & Sources of Further Information

Access Association

http://www.access-association.org.uk

Centre for Accessible Environments

http:ww.cae.org.uk

Chartered Institution of Highways and Transportation

http://www.ciht.org.uk

Commission for Architecture and the Built Environment (CABE)

http://www.cabe.org.uk/

Tel: 020 7070 6700, Fax: 020 7070 6777

Department for Communities (formerly DCLG)

http://www.communities.gov.uk/corporate/

Department for Transport

http://www.dft.gov.uk

Tel: 020 7944 8300, Fax: 020 7944 9643

Disability Rights Commission
Website: www.drc.org.uk
Tel: 08457 622 633, Textphone: 08457 622 644, Fax: 08457 778 878

Disabled Passengers Transport Advisory Committee (DPTAC)

http://www.dptac.independent.gov.uk

Tel: 020 7944 8011, Textphone: 020 7944 3277, Fax: 020 7944 6998
E-mail: dptac@dft.gsi.gov.uk, Website: www.dptac.gov.uk

Design Council

http://www.designcouncil.org.uk/

Disability Rights Commission

http://www.drc-gb.org

English Heritage

http://www.english-heritage.org.uk/

Guide Dogs for the Blind Association/Joint Mobility Unit

http://www.guidedogs.org.uk

http://www.jmuaccess.org.uk

Highways Agency

http://www.highways.gov.uk/

Institution of Civil Engineers

http://www.ice.org.uk

Institute of Highways Engineers

http://www.ihie.org.uk/

National Federation of Shopmobility

http://www.shopmobilityuk.org

National Register of Access Consultants (NRAC)

http:/www.nrac.org.uk

Royal Association for Disability and Rehabilitation (RADAR)

http:/www.radar.org.uk

Royal National Institute for Deaf People (RNID)

http://www.rnid.org.uk

Royal National Institute for the Blind (RNIB)

htpp://www.rnib.org.uk

Royal Town Planning Institute

www.rtpi.org.uk

Town and Country Planning Association (TCPA)

http://www.tcpa.org.uk/

Other Helpful Websites

www.dotheduty.org

www.direct.gov.uk/en/DisabledPeople/RightsAndObligations/DisabilityRights/

www.equalityhumanrights.com/

14.0 References

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Communities and Local Government (2005), Planning Policy Statement 1: *Delivering Sustainable Development.*

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Communities and Local Government (2009), Planning Policy Statement 4: Planning for Sustainable Economic Growth.

Communities and Local Government (2008), Planning Policy statement 12: *Local Spatial Planning.*

Communities and Local Government (1994), Planning Policy Guidance 15: *Planning and the Historic Environment.*

Communities and Local Government (1991), Planning Policy Guidance 17: *Planning for Open Space, Sport and Recreation.*

Department for Transport (2007), Manual for Streets.

Disability Rights Commission (2005), The Disability Equality Duty and Disability Discrimination Act for Local Authority Departments Responsible for Planning, Design and Management of the Built Environment and Streets.

Disability Rights Commission (2006), The Disability Equality Duty: *Guidance on gathering and analysing evidence to inform action.*

Government of the South East (2009), The South East Plan: *Regional Spatial Strategy for the South East of England.*

Greater London Authority (2008), The London Plan: *Spatial Development Strategy for Greater London-Consolidated with Alterations since 2004*.

Kent Association of Local Authorities (2005), Kent Design Guide: *A Guide to Sustainable Development.*

Kent County Council statistics on disability in Kent
https://www.nomisweb.co.uk/reports/lmp/la/1967128594/report.aspx

Office of the Deputy Prime Minister (2003), Planning and Access for Disabled People: *A Good Practice Guide.*

Office for National Statistics (June, 2009), Labour Force Study.
https://www.nomisweb.co.uk/reports/lmp/la/1967128594/report.aspx

Office for National Statistics (May, 2009) Population Estimates
 http://www.statistics.gov.uk/cci/nugget.asp?ID=6

APPENDIX 1: DDA / Pedestrian Access Audit & Guidelines

Technical Guidance and User Guide

June 2010

Introduction

A high quality and accessible environment is central to increasing walking levels and providing an experience that meets the needs of all users irrespective of age, ability, experience or understanding. National guidance issued by the DfT and DCLG highlights the central role of combining 'hard' and 'soft' measures to create accessible environments that encourage a shift to sustainable travel and help respond to issues of congestion, poor health, climate change, regeneration, as well as housing and economic growth.

It is apparent that understanding and addressing issues of accessibility will be a dominant factor in decisions to grant planning permission.

Almost everyone is a pedestrian at some point, as such; environments must cater for a wide variety of users. Whilst individual user needs may vary, people walking can be considered to have the same basic requirements and making an environment walkable for all can be summarised using the '5 C's':

- **Connected** – consideration should be given to the locations of local attractor destinations and routes should be designed or improved to provide links and help people get from A to B in a direct, safe and easy manner
- **Convenient** – developing pedestrian networks should be a high priority in street design. They should connect to one another and crossings should be on pedestrian desire lines to minimise deviation.
- **Comfortable** – routes should make walking an enjoyable experience by ensuring they are high quality, safe, free from obstructions and of an acceptable gradient and width.
- **Conspicuous** – streets should be made safe by increasing natural surveillance, reducing speeds and mitigating the impact of anti-social behaviour for people walking.
- **Convivial** – the quality of the walking environment should be improved to enhance the way people feel about and interact with the local area and other people. This involves tackling issues such as litter and graffiti and by creating engaging and interesting public space through the use of materials, lighting and art.

This highlights the importance of providing a pleasant and comfortable experience for users. However, it is important to note that a pedestrian should not be thought of as just a transport user, the term applies to anyone using the public realm, for instance people sitting, talking or reading. This needs to be borne in mind when creating and reviewing pedestrian environments.

This accessibility audit tool has been developed to allow users to undertake an independent appraisal of existing and/ or proposed streetscapes to evaluate the quality of an environment. The tool will help ensure consideration of priorities for the

Disability Discrimination Act (DDA) and requirements of the Disability Equality Duty (DED) have been met.

This tool is designed to assess both the quality of an environment for its users whilst providing a check on basic design standards. The majority of users within an environment do not consider whether their surroundings meets design standards, they assess an environment based on how it caters for their needs. In many circumstances it will be appropriate to exceed standards (which are commonly based on minimum desirability) to achieve a higher quality of public realm. Nevertheless, to ensure an environment caters for all its users and to help identify quick-wins this tool helps to identify issues and problems associated with design.

Environments should be considered from the view point of more vulnerable users including adults with children or buggies, wheelchair users, visually impaired people, older pedestrians and children.

The aims of the audit are to:

- Evaluate the quality of an environment from a users perspective;
- Identify all the barriers to movement in the public realm that may restrict the opportunities for pedestrians to move freely in the streets and gain entry to any public building along the route;
- Produce an accurate on-site record of the barriers so that the information can be entered into a database and used for asset management, scheme design or Section 106/278 obligations; Note that this includes recording of existing street furniture locations and clearance widths.
- Make a record of suggestions about the actions necessary to remove the barriers.

The audit can be applied to the following environments:

- Streets / Roads including residential streets, shopping streets and all other streets where there is a demand for pedestrian movement. This includes links to and facilities at public transport nodes and crossings;
- All public rights of way;
- Public space;
- Parks and open spaces.

Audit Process

The key stages of the review process are illustrated below:

```
┌─────────────────────┐
│ 1. Define study area│
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│ 2. On-street        │
│    evaluation       │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│ 3. Enter outcomes   │
│    from audit       │
│    into spreadsheet │
└─────────────────────┘
          │                    ┌──────────────────────┐
          │◄───────────────────│ 3a. Review of        │
          ▼                    │     existing data*   │
┌─────────────────────┐        └──────────────────────┘
│ 4. Discuss and      │
│    review outputs   │
└─────────────────────┘        ┌──────────────────────┐
          │◄───────────────────│ 4a. Review of        │
          ▼                    │     proposed scheme* │
┌─────────────────────┐        └──────────────────────┘
│ 5. Key findings and │
│    recommendations  │
│    report           │
└─────────────────────┘
```
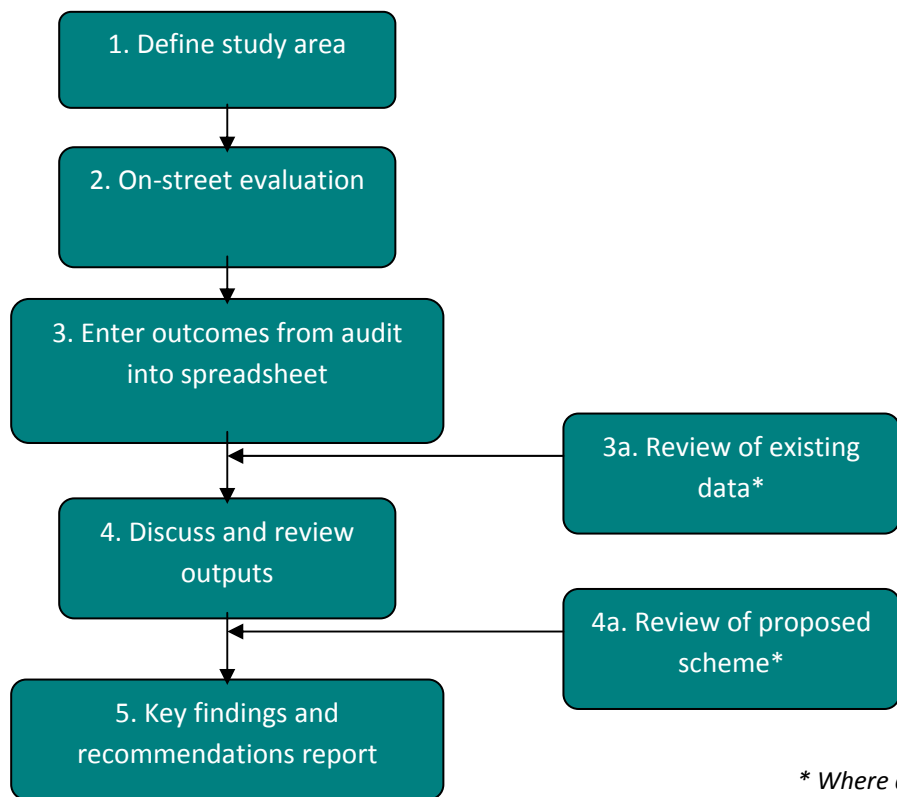
* Where appropriate

Stage 1: Define study area

The study area should be defined using computer based or paper mapping to identify the audit boundaries, allow each environment to be identified and help allocate the routes to be assessed. Reviewers should take copies of the maps on-site for orientation and assessment purposes.

Stage 2: On-street evaluation

The identified routes should be assessed as set out below, prior to an assessment being undertaken, reviewers should have read this document and familiarised themselves with the potential barriers and appropriate standards as set out in Appendix A. The review should not be undertaken mechanically, and reviewers should assess how people are likely to want to use the environment and how well the environment serves their needs. The reviewer should not only consider an environment from their own point of view but also as if they were mobility or visually impaired for example. Reviewers should also be mindful of the impact of weather conditions and time of day.

To provide assistance a set of prompts have been developed and are attached at the end of this guidance document.

On-street review method:

1. Walk the route to get a feel of the general ambience of the area.
2. Complete the survey sheet in full, including names of the surveyors, date, time, weather and location;
3. Start at the beginning of your allocated section and look out for any obstructions or barriers that may impede movement. Give each barrier a number (starting at 1), and note the number on the plan as accurately as possible. If a particular problem relates to the whole street use arrows or shading to denote the extent of the problem. If there is a nearby property with a number/ name or other landmark it would be sensible to record this as well as marking the number on the map.
4. Enter the barrier number in the Route Point column of the survey sheet and describe the nature of the barrier in the Observation column and a proposed solution in the Recommendation column.
5. Where the barrier is not in-line with specific design standards, for instance where a dropped kerb is not flush or the gap between items of street furniture is too narrow or the footway is below standard widths the appropriate measurement (e.g. dropped kerb has a 10mm upstand) should be noted in the Measurement(s) column.
6. Take a photo of the barrier and log the photo reference in the Photo(s) column of the survey sheet.
7. If the property adjacent to the environment being reviewed is a public building i.e. not a private house, check to see whether access is restricted. Categorize the properties on the route as follows:-
   a. **Colour in red** - properties that could not be entered by mobility impaired persons.
   b. **Colour in yellow** - properties that could be entered by a mobility impaired person with assistance.
   c. **Colour in green** - properties that could be easily entered by all users. (N.B. It will not be necessary to enter the property to complete this assessment)
8. Continue walking the street noting barriers in the same way until you reach the end of your route. If auditing both sides of a street, number one side of the street consecutively and then return along the opposite side.
9. At the end of your audit make notes on the survey sheet concerning the general quality of the pedestrian environment using the qualitative indicators (Appendix A) as a guide to the type of matters that should be taken into account. An overall score for each indicator should also be identified as explain in Appendix A. Reviewers should also include any other general observations they feel will enhance the overall quality of the findings.

An example survey sheet is attached to this document.

Note: The conduct of the audit inevitably involves making a judgment about what constitutes a barrier. Try to be as objective as possible by referring to the Prompts, Barrier Checklist in Appendix A and discussing any questionable points with members of the team in an attempt to arrive at a consensus. If in doubt - record the problem - it can always be eliminated if it is thought to be of minor significance. The

Indicator Checklist is intended to provide a guide to the things to look out for on the route but reviewers should add any other matters that are not on the list and make a note in records as this may help to refine the audit checklist for future use.

Stage 3: Enter outcomes from review into electronic spreadsheet
The on-site evaluation survey sheets should be used to complete the electronic spreadsheet entering both Observations and Recommendations along with the relevant short-hand codes. These codes are attached in Appendix B.

In addition, the anticipated cost of each recommendation should be provided along with the OS coordinates, a link to the photos and an assessment of the barriers' relative priority from 0 where no action is considered necessary/ worthwhile to 5 where immediate action is required.

Stage 3a: Review of existing data
Where available and appropriate a review of existing data will support and inform the above analysis, this should include accident data but could also include:

- Stakeholder views
- Traffic flows and speeds
- Pedestrian flows / count data
- Crime and disorder data
- Complaints
- Public transport information.

Stage 4: Discuss and review outputs
The outcomes of the above stages should be reviewed and discussed with colleagues to arrive at a consensus over the identified costs and priorities.

Stage 4a: Review of proposed scheme
Where a new scheme is proposed, the plans/ drawings should be reviewed in a similar manner to that described in Stage 2. Each potential barrier should be numbered on the plan and logged within the spreadsheet along with the appropriate Observation and Recommendation Codes. The barriers identified previously through the on-street audit should be borne in mind to check that issues are being addressed.

Stage 5: Key findings and recommendations report
A summary report should be provided which reviews the identified issues and recommendations by type, by priority and by costs. It should also highlight the problems along the various routes and any issues associated with buildings. This can this be used to generate a set of recommendations to help inform future maintenance programmes or develop existing/ planned wider development schemes.

Example Survey Form

Surveyor(s)	Dave & Jon			
Date	01/01/2010			
Time	11:30			
Weather	Dry			
Location	Kent			
Route Number	Route Point	Observation	Recommendation	Photo(s)
A	1	Poor signage	Improve signage	001
A	2	Street light in middle of footway	Relocate light column	002
				-
				-
				-
				-
				-
				-
				-
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				-
				-
				-

Qualitative assessment / Notes	
Architecture	
Comments	text…
Score	1
Ambience	
Comments	text…
Score	1
Character	
Comments	text…
Score	2
Landmarks	
Comments	text…
Score	2
Permeability	
Comments	text…
Score	-1
Perception of safety	
Comments	text…
Score	0
Personal comfort	
Comments	text…
Score	0

Prompt sheets

Effective Width

- How wide is the 'effective' pedestrian space?
- Is it sufficient for flows?
- Is it suitable for wheelchair use?
- Does the link meet standards?
- Is it wide enough to allow pedestrians to pass one another and obstructions?
- Is there congestion?

Kerbs/ Dropped kerbs

- Are kerb upstands located where appropriate?
- Are kerbs dropped and consistent?
- Are they situated on desire lines?
- Can dropped kerbs be used to cross the road easily?
- Are they wide enough?
- Is the gradient suitable?
- Are they flush? Should be a maximum of 6mm
- Should be bull-nosed, not square

Tactile Information

- Is tactile information present?
- Is the tactile information consistent?
- Is the tactile information correct?
- Does the tactile provision meet with the standards?
- To what extent is it maintained?
- Is the tactile paving faded?
- Is the tactile paving the right colour?
- Are there any interruptions, service hatches for example?

Steps/ Gradient/ Ramps/ Handrails

- Are alternatives to steps provided?
- Is there sufficient contrast between the steps?
- Is a textured surface provided?
- How severe is the gradient?
- Are there rest points?
- Are handrails provided? Do they meet standards?

Surface quality

- Is the surface even and smooth?
- Are there any trip hazards?
- Is there adequate surface friction?
- Has the surface been reinstated to a high standard?
- Is it consistent?
- Are covers and gratings flush with the footway?

Drainage/ Crossfalls

- Is there evidence of ponding?
- Is the crossfall severe?

Shared-use

- Is there a shared-use path? Is it well signed?
- Is there any level of segregation?
- Are widths sufficient to cater for flows and movement?

Signage

- Are street signs provided and maintained?
- Is signage present, clear, correct and consistent?
- Information boards / maps provided?
- Does signage include time or distance?
- Are they well lit?
- Is it accessible to all users?

Guard Rail

- Is guard rail in place? Is it necessary?
- Evidence of dangerous behaviour? Is visibility affected?
- Could alternatives be used?
- Where in place, does it meet standards?

Street furniture

- Is street furniture aligned to minimise deviation and obstruction?
- Is there confusion? Is the item necessary?
- Is there colour contrast?

- Could furniture be combined? E.g. Lighting and signage/ bins?
- Are telephone boxes and cash points accessible to users of all abilities?
- Is seating provided, is it correctly located and designed?
- Are lighting columns provided? Do they meet standards?

OFF-ROAD PATHS

As footways plus…

Surfacing

- Is the surfacing suitable for all users?

Gates/ Barriers

- Are gates or barriers provided?
- Could a wheelchair user negotiate the barrier?
- Are they necessary? Would an alternative be possible?
- Is visibility affected?

Surveillance/ Security

- Is the path overlooked?
- Is it well lit?
- Is it busy?

AT GRADE CROSSINGS

Location/ Type

- Is there a safe crossing place where needed?
- Is the facility correct based on location, traffic speed/ volume and users?
- Is it located on pedestrian desire lines?

Dropped kerbs

- Are the dropped kerbs in suitable locations at the crossing point?
- Is the capacity of the dropped kerb adequate?
- To what degree are the kerbs dropped?
- Is the gradient suitable?
- Is the provision of dropped kerbs on the crossing consistent?
- To what extent are they flush with the footway and carriageway?

Tactile paving

- Is tactile information provided at the approach, in the refuge and at the end of the crossing?
- Has tactile paving faded or been damaged?
- How appropriate is the tactile information? Does it meet requirements?
- Is there colour contrast in defining the crossing point?

Audible/ Tactile push button

- Is the positioning of the button adequate for all users?
- Is the button located near to the tactile surface?
- Is there audible information for sensory impaired users?
- Do controlled crossings have rotating cones

Waiting zone/ refuge

- Is capacity sufficient to cater for demand?
- Does it meet standards?

Crossing time

- Is there a pedestrian phase?
- How long, approximately, is the waiting time?
- How long does it take to traverse the entire crossing?
-

GRADE SEPERATED CROSSINGS

Location/ Access

- Is a subway or footbridge provided?
- Would an at-grade crossing be more appropriate?
- Are ramps provided as well as steps?
- Are the surfaces suitable?

Security

- Are security measures in place?
- Is there sufficient lighting?
- Do they appear safe to use?
- Is CCTV provided?

Shared use

- Is the facility shared with cyclists?
- Is there signage?
- Is there suitable space for users to pass one another in comfort?

PUBLIC TRANSPORT NODES

Bus stops/ shelters

- Is there a shelter?
- Is seating provided?
- Are maps and information accessible for all users?
- Is there sufficient space on the footway to cater for waiting passengers and passing pedestrians?
- Are dropped kerbs provided in the vicinity?

Bus boarder

- Is a bus boarder provided?
- Are access and egress points obstructed in any way?
- Are the gradients accessible?
- Is tactile paving provided?
- Can the vehicle position itself parallel to the waiting area?

PUBLIC BUILDINGS

Access

- Can all users easily access the building?
- Do steps/ ramps etc cause a barrier?
- Is there an automatic door? Does it open inwards?
- Is there a revolving door? If so, is there an alternative entrance?

Usability/ Appearance

- Can the handles etc be used with limited handling dexterity?
- Is there warning of the door's existence?

PUBLIC CONVENIENCES

Access

- Are they accessible?

- Can they be used by both males and females?
- Is there space for baby changing?

Maintenance

- Are they well maintained and clean?
- Is there an on-site assistant?

PEDESTRIANISED ZONE

Area

- Is it clear where the pedestrianised area ends?
- Is there any chance of danger for users?
- Is there confusion?

Street furniture

- Is there excessive street furniture?
- Is it well aligned or randomly scattered?
- Is there a clear route through the space?
- Is seating provided?
- Are items of interest provided?

CAR PARKS

On-street/ Off-street

- Are spaces provided?
- Are they accessible by all users?
- Do they align with standards?

Markings/ Surfacing

- Are bays for different users clearly marked?
- Is the surface suitable for use by all users?

Location/ Security

- Is parking located close to public facilities?
- Are dropped kerbs provided to assist movement?
- Are the parking spaces overlooked?

- Is the area well lit?
- Is the evidence of CCTV or manned surveillance?

OBSTRUCTIONS

Overhead

- Do trees, shrubs, shop awnings or signs result in overhead obstructions?
- Are they an acceptable height?
- Do they also affect width or visibility?
- Do they align with standards?

Temporary

- Are there any temporary obstructions such as parked cars, shop A boards, shop goods, café seating and street works?
- Do they restrict pedestrian movement?
- Do they cause conflict?

OTHER

Maintenance

- Is the area clean?
- What is the level of drainage?
- How littered is the area?
- Is there any evidence of neglect?
- What is the quality of reinstatements?
- What is the impact of seasonal foliage / leaf litter?
- Has there been a failure to remove graffiti?
- Is soft landscaping well tended or neglected?

Inconsistency

- Has access provision been consistent across the area?
- Are there significant gaps?
- Are there areas where disabled people could be left 'stranded'?

Architecture

- What is the quality of the architecture?
- Obvious 'eyesores'?
- Quality of frontages?
- Number of closed/ shut-up frontages?
- Any distinctive features?

Ambience

- General ambience? Pleasant or unpleasant?
- Visual/ sensory interest?
- Activities/ interaction?
- Quality of landscapes?

Character

- Is there a distinctive character?
- Is there consistency in building materials and methods?
- Is there a regular building form and/ or pattern?
- Are the developments in scale to one another?

Landmarks

- Are there landmarks?
- Do they help legibility?

Permeability

- Is the street permeable and connected?
- Can you go where you want on a direct route?
- Are dead ends signposted?

Safety/ Comfort

- Does the area feel safe? Does it feel threatening?
- Are there any dark spaces?
- Do you feel at risk?

- Are there any other dangers?
- Is there excessive noise, unpleasant smells etc?

DDA/Access Audit Guidelines

The audit aims to: -

1. Evaluate the quality of the street environment from the perspective of a pedestrian user.
2. Identify all the barriers to movement in the public realm that may restrict the opportunities of pedestrians to move freely in the streets and gain entry to any public building along the route.
3. Produce an accurate on site record of the location of the barrier in sufficient detail so that the information can be entered later onto a spreadsheet and used for asset management, scheme design or Section 106/278 obligations
4. Make a record of suggestions about the action necessary to remove the barriers.

Method

10. Walk your route to get the feel of the general ambience of the area.
11. Complete the names of the group members, allocated group number and weather conditions on the survey sheet.
12. Start at the beginning of your allocated section and look out for any obstructions or barriers that may impede movement. Give each barrier a number. Note the number on the plan as accurately as possible. (See example). If a particular problem relates to the whole street use arrows or shading to denote the extent of the problem.
13. Enter number 1 in column 1 of the survey sheet and describe the nature of the barrier in column 2 (see example below). In column 3 give a brief indication of what needs to be done to remove the barrier. If there is a nearby property with a number or name or other landmark it would be sensible to record this as well as marking the number on the map.
14. If the property adjacent to the street is a public building i.e. not a private house, check to see whether access is restricted. Categorize the properties on the route as follows:-
Colour in red - properties that could not be entered by a disabled person.
Colour in yellow - properties that could be entered by a disabled person with assistance.
Colour in green - properties that could be easily entered by all users. (NB It is not necessary to enter the property for this audit to ascertain whether it is possible to move freely around the interior. Your task is to check whether entry is possible.
15. Continue walking the street noting barriers in the same way until you reach the end of your route. If you are auditing both sides of a street it is usually easier to number one side of the street consecutively and then return along the opposite side.
16. At the end of your audit make notes of the general quality of the pedestrian environment using the qualitative indicators as a guide to the type of matters that you should be taking into account. Include any other general observations that you feel will enhance the overall quality of the findings.
17. If you have a camera you may wish to photograph some examples of the problems that you encounter.

Route no.	Site reference	Observations / comments	Recommendations
7	3	Pavement surface damaged	Repair using materials to match existing i.e. concrete paving stones
7	4	Temporary obstruction- parked cars overhanging pavement	Consider campaign to inform owners of obstruction
Example of a completed survey sheet. Write clearly so that it will be possible to enter the comments on spreadsheet at a later date.			

The conduct of the audit inevitably involves making a judgment about what constitutes a barrier. Try to be as objective as possible by referring to the checklist and discussing any questionable points with the members of the team in an attempt to arrive at a consensus. If in doubt - record the problem - it can always be eliminated if it is thought to be of minor significance. The checklist is intended to provide a guide to the things to look out for on the route. Add any other matters that are not on the list and make a special note in your records as this may help to refine the audit checklist for future use.

The checklist is divided into quantitative indicators and qualitative indicators. The quantitative indicators relate mainly to matters of fact that can be recorded or quantified. The qualitative relate more to matters of judgment about the quality of the environment - this is where you have to make a sensible judgment.

Quantitative Indicators

KERBS

1. Is a kerb causing a barrier? E.g. no dropped kerb at crossing points.
2. Is the kerb poorly aligned?

If there is a dropped kerb please check: -

- **Width** - it should be 2 metres in width (3 metres for areas with very high pedestrian flows)

- **Slope of ramp** - it should be 5% (1 in 20) although 1 in 15 is adequate, **1** in 12 is absolute maximum e.g. can **a** wheelchair user self propel his or her wheelchair with reasonable ease?

- **Junction of kerb and road surface** - it should be flush - to enable smooth passage from pavement to street surface

- **Alignment** - it should be aligned with a matching kerb on the opposite side
  Visibility -it should be possible for pedestrians to see clearly across the road

- **Desire Lines** - it should be placed in a position where pedestrians naturally want to walk - subject to safety considerations.

STEPS BARRIER

Note situations where steps exist and note if there is no alternative route via a ramp. Where steps exist (with or without ramps) please check: -

Handrail

- Handrail should be on both sides of steps

- Note material of handrail - is it cold, slippery, difficult to grasp?

- What is diameter of handrail? Standard diameter is 45- 50mm.

- Height above step nose - should be 850mm

- Overall height from ground -should be 1000mm

Definition of Tread

- Is there sufficient contrast between the rising and going of step? If not sufficient, is there a painted white line to assist people with visual impairments?

- Is there a textured surface set parallel to the step nosing at the top of each flight to act as a warning for people with visual impairments?

- Are stairs reasonably well lit by natural daylight or supplementary lighting so that user does not negotiate stairs in his or her own shadow?

Comfort and Safety

- Is there a reasonable relationship between the rising and going?

SLOPES OR RAMPS

- Are handrails provided?
    - Is there adequate colour contrast between the handrail and the background to enable people with visual impairments to see the rail?
    - What is the material of handrail?
    - Is it cold to the touch?
- Is a ramp provided?
    - Does ramp have an anti-slip surface?
    - Is ramp too steep? Should be 1 in 20 ideally (this regarded as level) 1 in 15 is adequate. 1 in 12 absolute maximum. As a guide a wheelchair user should be able to self propel wheelchair up ramp.
    - Is there a resting place at the top and bottom of the ramp i.e. a flat area clear of any outward door swing? This is an important safety feature.

SURFACE CONDITIONS

- Is surface regular? Check for cracks, irregularities caused by poor jointing or reinstatement, broken or damages surfaces. Are there any depressions that might collect rainwater, ice etc?
- Is there evidence of slippery surfaces on pavement e.g. growth of green algae?
- Are grids, gratings, drain covers flush with paving?

PAVEMENT (FOOTWAY)

Note situations where no pavement exists in spite of pedestrian demand.

If pavement exists check:

- Width - it should be 2000mm of obstacle free space. Minimum -1800mm. Note that a double pushchair is 1000mm, wheelchair (670mm, but with elbows 900mm) Electric pavement scooter or wheelchair-l000mm. At bus stops pavement should be wider (3000 mm including shelter). Minimum overall width at obstacles e.g. sign posts - 1000mm.
- Note cambers of pavement - does camber deflect a wheeled vehicle such as child's tricycle or wheelchair into road? If so record this as a DANGER point.
- Check situations where heavy pedestrian flow likely particularly at peak times e.g. outside a cinema or theatre. Is pavement wide enough to accommodate this peak use?
- Is there evidence of slippery surfaces on pavement e.g. growth of green algae?
- Check to see if paving is even - particularly at junctions between paving types. Are grids, gratings, drain covers flush with paving?

- If there is a completely flush shared surface, are there delineators in place to assist visually impaired pedestrians? What form do they take?

CROSSING PLACES

Note situations where no crossing but one needed.

Is there a safe crossing place where needed and justified by traffic volume e.g. signal controlled pelican crossing or a zebra crossing in points where pedestrian desire lines exist? (places where people naturally want to cross the street)

If a crossing exists check:

- Is there a dropped kerb each side?
- Is there tactile warning for people with visual impairments? E.g. a surface with raised bubble finish (usually pink in colour) that is perceptible by touch.
- If tactile warning in place - has it been correctly laid? It should be L shaped for pelican and zebra crossing. T-shaped still acceptable for zebra. Does the arm of the L extend back to the pavement?
- Is the bubble pattern in line with the direction of the crossing?
- Is tactile paving laid in a way that causes obstructions for other users?
- Is there an audible signal - beeping sound or tactile signal - see rotating cone under box to help visually impaired pedestrians to cross?
- Time the length of time the green man is displayed and the length of time flashing green man in place. Note both these times on the audit sheet.
- Is the push button accessible?
- Is it facing the right way?

BUS STOPS AND SHELTERS

- Is there a shelter provided at the bus stop? Is there seating provided for waiting passengers?
- Is the seating user friendly? (upright seats, individual arm rests?)
- Are information boards/ route maps at an accessible height?
- Is text on information boards printed at a reasonable size to maximize use?
- Is frame orientated to help pedestrians? E.g. cantilever design, glazing on roadside behind kerb, no clear glazed panels in pedestrian desire lines.

BUS BOARDERS

- Are the gradients the boarders to the correct gradient?
- Are tactiles in place at the point of boarding?
- Can the bus access the platform so that the bus is parallel and flush? Note what is preventing this from happening
- Is there space to allow wheelchair users/people with pushchairs to turn 90 and board the bus?
- If people are waiting at the bus stop is there a clear 2m gap to allow pedestrians to pass?

ACCESS TO PUBLIC BUILDINGS ALONG THE ROUTE

- Is it possible for wheelchair users, baby buggies etc. to gain access to the properties along the route?
- Are there barriers caused by steps, narrow doorways etc?
- Does the threshold project above surface to create an obstruction? 13mm maximum up stand.
- Is it possible to open door to premises if using a wheelchair? 800 mm is minimum width for wheelchair access.
- If automatic doors exist do they open towards the user? This can be dangerous and alarming. Is there a flat area in front of the doors? Is timing set for a slow user? Where closers provided are they slow enough to accommodate a person whose mobility and agility may be affected by a disability?
- If revolving doors provided is there an alternative entrance adjacent for people who find this type of door alarming?
- Is the location of the entrance made obvious by detailing, colour or other design features?
- Can door furniture (handles, push bars etc. be used by people with limited manual dexterity?
- If door is fully glazed is there a warning of the existence of the door e.g. by graphics etc.

STREET FURNITURE AND SIGNAGE

- Is the item of street furniture or signage really necessary? Check for duplication.
- Is there signage contusion?
- Are signs provided for pedestrians as well as motorists?

If pedestrian signage provided is it:
- Easy to follow? Do the signs lead the pedestrian or are there gaps in the signing instructions? Are the signs clear, legible and obvious? Is the written instruction in a mixture of upper case and lower case (NB many people recognize words by shape, not individual letters)
- Is there adequate colour contrast between lettering, pictograms and background? Are embossed letters, pictograms, numbers etc provided for people with visual impairments? Is sign fixed at a height to facilitate use by everyone? Are signs well placed at points of confusion or do they state the obvious?
- Do the signs facilitate visitor access to the attractions of the town? Are maps provided? If so are they provided with a textured tactile version are they well produced in terms of graphics i.e. easy to understand for a wide range of users?
- Is there scope to dual use street furniture/utility provision to support disabled people, children etc – e.g. providing clear street maps on water/electivity service boxes at lower heights?
- Is the item of street furniture causing an obstruction or unreasonably disrupting pedestrian movement on the pavement?
- Is the item in a good state of repair? If not explain problem. How are signs fixed?
- Are poles really necessary - could signs be fixed to a building for example?
- Check sitting of pole- it should be minimum of 450mm, maximum of 600mm from edge of carriageway. It should have a white band marking of 140-160mm in width 1.5-1.7 metres in height to lower part of band.

- Distance between poles should be a minimum of 1000mm Minimum mounting height 2100mm - Maximum 2500mm

Telephone Boxes
- Are telephones accessible by wheelchair users? Is there a facility for a seated user or person of small stature? Can wheelchair user read visual displays or are they too high?
- Is there an inductive coupler for people with hearing aids?

Automatic Teller Machines (hole in the wall or cash points)
- Can wheelchair users reach automatic teller machines at banks and building society offices?
- Check if well signed so that screen displays are legible from a sitting as well as standing position.
- Check height of card dispenser (should be 1250, less if recessed.) Is there a clear space in front of the ATM to enable a wheelchair user to stop on a level surface (1500 x 1500)?

Pedestrianised Zones
- Check particularly for excessive use of street furniture. Is design of street furniture high quality?
- Is there an identifiable zone in which street furniture is positioned or is it randomly scattered?
- Ideally there should be tactile warnings of the existence of an item of street furniture e.g. use of a distinctive ground surface.
- Is there a clear unobstructed route through street furniture?
- Are tactile messages present to guide people with visual impairments through the route?
- Is it clear when the pedestrianised area ends? If confusion exists so that parents or people with visual impairments may not realise that the safe area is at an end please record this as a DANGER point.
- Is there confusion about the start and end of safe areas?
- Is seating provided? If so is it designed to be user-friendly? Does it have arms, straight back, and comfortable surface?

CAR PARKS

If there is a car park along your route check whether:
- Bays are provided for disabled people/parents and clearly marked and signposted.
- Bays are wide enough to accommodate transfer from wheelchair. (3600mm or 2 linked spaces with a shared space of 1200mm) kerbs flush to facilitate transfer.
- Surface of car park – e.g. if gravel spaces or loose stones it would be unusable by wheelchair user.
- Sitting of spaces in relation to facilities being served is reasonable distance.
- Does car park feel safe - i.e. well-lit etc.

OVERHANGING TREES/SHRUBS ETC. OR OTHER OBSTRUCTIONS

- Do trees, shrubs; shop awnings etc result in overhead obstructions for people with visual impairments? There should be a minimum of 2 100mm clear headroom.

- Do overgrown hedgerows result in reduction of effective width of pavement or obstruct visibility?

TEMPORARY OBSTRUCTIONS

Note the position of temporary obstructions. E.g. cars parked at right angles to street on private forecourts or gardens that overhang pavement or street, cars parked with inside wheels on pavement etc.

Note position of A-frame boards used by shopkeepers for advertising if these obstructing width of pavement. Are goods on display in shop forecourts restricting access by pedestrians?

STANDARD OF STREET MAINTENANCE

- Is there evidence of excessive litter? Is lifter present that has obviously been in situ for a considerable period?
- Is there excessive fouling of the street or open spaces by dogs?
- Does the street show evidence of standing pools of water caused by inadequate drainage or blocked drains?
- Is there evidence of failure to clear the streets of leaves, ice, snow etc?

INCONSISTENCY ISSUES

- Across the study area, has access provision been applied consistently or are there 'gaps'?
- Are there any locations where the disabled people may be left 'stranded' because the design code has not been followed through e.g. missing or mis-configured tactile paving, flush surfaces leading into areas with kerbs, missing dropped kerbs?
- What is the overall risk to vulnerable road users (you may wish to split your comments between primary and secondary (feeder) pedestrian routes)

Qualitative Indicators

Please write your comments on each aspect.

GENERAL PERCEPTION OF THE STREET ENVIRONMENT

Architecture
What is the quality of the architecture along the route? Is the area predominantly one of modern or historic buildings? Comment on the quality. Are there any obvious eyesores along the route? E.g. buildings that are completely out of character with the area, gap sites, ugly fencing, hoardings, security shutters, empty or under-utilized buildings? Note the location of any buildings or other features of this type on the map.

Ambience
What is the general ambience of the area? Pleasant or unpleasant? Stimulating or boring? Is there visual or sensory interest in the area? Is there a lack of colour or interest? Are there interesting activities taking place in the area? Are there any gaps in the building frontages that break the continuity of the area?

What is the quality of the landscape provision, floral displays and public art e.g. sculpture, fountains, statuary etc? Are they appropriate for the character of the town?

Character
Do you think that the area has a distinctive character? How would you describe this? What makes it distinctive?

Landmarks
Is the area legible? E.g. are there landmarks that help you to find your way? Do visual or audible clues assist this process e.g. fountains, tree groups, prominent buildings etc.

Permeability:
- Is the street pattern permeable?
- Can you get to where you want to go on a direct route?
- Are there lots of dead ends?
- If dead ends exist are they signposted?

Perception of Safety
- Is the area safe or threatening? It the latter - why does it feel unsafe?
- Are there any areas along the route that have a potentially threatening atmosphere? Are there any 'no go' areas? Would you feel safe here at night?
- Are there blank alienating walls, gap sites, overgrown or uncared for areas?
- Are there any areas where there is the potential for ambush - especially at night?
- Are there parts of the route where you would feel at risk because of traffic danger? Dangerous corners, traffic too close for comfort. Imagine the situation for a person shepherding a small child. Would they feel safe?
- Are there any other dangers or perceptions of danger not mentioned?

Personal Comfort
- What is the level of personal comfort? Is it cold, windy, exposed? Is it warm, cosy, comfortable?
- Is there excessive noise, unpleasant smells, exhaust fumes or other?

- Inconveniences or health hazards?

Public Conveniences

Are there sufficient public lavatories in the area?

If lavatories exist are they:
- Accessible? Do lavatories include a specially designed unisex WC compartment for the use of people with disabilities? Is there space for baby changing facilities in WC's for men and women?
- Are the WCs maintained in a reasonably clean and hygienic way? Or are they unsavory and almost unusable?

Seating

Is there adequate provision of seating? The existence of resting places particularly helps to extend the walking range of elderly or disabled people.

Lighting

Although difficult to judge during the day look out for street lighting columns. If they are not present in the street consider whether this likely to be a problem after dark.

DIMENSIONS - QUICK REFERENCE LIST
(Based on IHT Guidelines)

NB: Note that the dimensions are only minimum standards and that higher levels of accessibility should be aimed for wherever possible.

BASIC DIMENSIONS OF PEOPLE AND EQUIPMENT
Minimum passage width - stick user 750 mm
Minimum passage width - double crutch user 900 mm
Minimum passage width - adult and child 1100 mm
Minimum passage width - adult plus helper 1200 mm
Minimum passage width - wheelchair - standard 900 mm
Minimum passage width - wheelchair - scooter/electric wheelchair 1000 mm
Minimum passage width - adult plus guide dog 1100 mm
Length of pram plus pusher 900 mm
Length of g5th percentile wheelchair 1140 mm
Length of wheelchair plus pusher 1750 mm
Length of space for wheelchair 1250 mm
Length of adult plus guide dog 1500mm
Length of powered scooter 1270 mm
Length of electric pavement vehicle (average) 1400 mm
Width of double pushchair 1000mm
Width of wheelchair (with elbows) 900 mm
Width of 95th percentile wheelchair (excluding elbows) 670 mm
Width of electric pavement vehicle or scooter 1000 mm
Eye level of wheelchair user 1175-1265 mm
Seated height of wheelchair user 1300-1 385 mm
Turning circle - manual wheelchair (also small electric) 1575mm
Turning circle - outdoor electric wheelchair 2420 mm
Turning circle - electric pavement vehicle 4350 mm

FOOTWAYS AND FOOTPATHS
Preferred obstacle free footway width (overall) 2000 mm
Minimum footway width (overall) 1800 mm
Widths at bus stops (overall) - including shelter 3000 mm
Minimum width at local restrictions (clearance) (e.g. bus shelters) 1350 mm
Absolute minimum at obstacles (clearance) (e.g. sign posts) 1000 mm

WIDTH OF DROPPED KERB
Standard width 2 metres
With high pedestrian flows 3 metres
Adjacent to parking spaces of disabled people 1 metre

HANDRAILS
Standard 45-50 mm diameter
Round section 45 mm
Height above ramp section 900 mm
Height above step nose 850 mm
Height overall from ground 1000 mm

POSITIONING OF POLES
Distance from property line to outer edge of pole 275 mm

Distance from edge of carriageway - minimum 450 mm (In extreme circumstances this may be wavered)
Distance from edge of carriageway - maximum 600 mm
Clear distance between 2 sign poles 1000mm
Minimum mounting height 2100mm
Maximum mounting height 2500 mm
Width of white band marking 140-160mm
Height of lower edge of band 1.5-1.7 metres

WASTE BINS, BOLLARDS, SEATS AND FLOWER BOXES
Height to top of bin 1300 mm
Height of bollard (minimum) 1000mm
Average height of seats 580mm
Height of flower boxes and free standing objects 1000 mm
Position of whit band marking (or paint on the top of the bollard) 800 mm

OVERHANGING TREES AND SIGNS
Minimum trimming height 3000 mm
Height of signs - Estate Agents, etc. 2500 mm

TACTILE PAVING
400mm x 400 mm slabs now standard
Inset controlled crossing 800 mm deep tail to back of footway (red)
In-line controlled crossing 1200 mm deep with tail (red)
Angled kerb situation at controlled crossing 800 mm deep at narrowest point (red)
Indented uncontrolled crossing 400 mm deep (buff)
Uncontrolled crossing away from junction (e.g. using with 800 mm deep pedestrian islands, flat top hump) (buff)
Refuge islands:
- less than 2 metres wide All paved in tactile (buff)
- greater than 2 metres wide 2 strips of 800mm depth (buff)

Pedestrian island (signal crossings):
- Strips of 800 mm width (red)
- Side road treatment at footway level 1200mm deep (buff)
- Shared use cycle/pedestrian routes. Directional slabs on pedestrian and cycle side 2400mm long

LIST OF CODES FOR USE ON ACCESS AUDIT OBSERVATION SHEETS/DATABASE

AS	Audible Signal
BB	Bus Boarder
BS	Bus Stop
CP	Crossing Point
DK	Dropped Kerb
DKR	Dropped Kerb Ramp
FM	Flashing Man
G	Gap between Dropped Kerb and Road
GC	General Comment
GM	Green Man
GU	General Unpleasantness
IC	Inspection Cover
MF	Make Flush
MS	Missing Section/Link
N.A.	Not Applicable
OHV	Overhanging Vegetation
PC	Pedestrian Crossing
PDL	Pedestrian Desire Line
PDS	Potential Danger Site
PMI	Poorly Maintained Inspection Cover
PPS	Uneven/Eroded/Messy Pavement Surface
PSQ	Poor Surface Quality
PTS	Potential Trip Site
PW	Pavement Width
RG	Reduce Gradient
SAB	Shop Advertising Board
SF	Street Furniture
SL	Street Lighting
SM	Shop Merchandise (inc. awnings)
SPS	Sunken/Raised Paving Slabs
ST	Step into shop or frontage premises
TK	Taper Kerb
TP	Tactile Paving
TS	Tactile Signal
ZC	Zebra Crossing

Recommendation Codes

CL	Clean Up
CU	Cut Down Vegetation
DES	Redesign Area
IP	Improve Signage
IS	Improve Surface
MF	Make Flush
MW	Make Wider/More Accessible
NA	Not Applicable
RE	Remove Object
RP	Repair Object/Area
RPL	Replace
RL	Relocate/Move

Observation Codes

AS	Audible Signal
BA	Bus Boarder
BS	Bus Stop
CP	Crossing Point
DK	Dropped Kerb
DKR	Dropped Kerb Ramp
FM	Flashing Man
G	Gap between Dropped Kerb and Road
GC	General Comment
GM	Green Man
GO	General Obstacles
GU	General Unpleasantness
IC	Inspection Cover
MS	Missing Section/Link
NA	Not Applicable
NS	Poor Signage
OHV	Overhanging Vegetation
PC	Pedestrian Crossing
PDL	Pedestrian Desire Line
PDS	Potential Danger Site
PMI	Poorly Maintained Inspection Cover
PPS	Uneven/Eroded/Messy Pavement Surface
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PTS	Potential Trip Site
PW	Pavement Width
RG	Reduce Gradient
SAB	Shop Advertising Board
SF	Street Furniture
SL	Street Lighting
SM	Shop Merchandise (inc. Awnings)
SPS	Sunken/Raised Paving Slabs
ST	Step into Shop or Frontage Premises
TK	Taper Kerb
TP	Tactile Paving
TS	Tactile Signal
UN	Unnecessary Object
ZC	Zebra Crossing