Inclusive Design Standards

QUEEN ELIZABETH OLYMPIC PARK

LONDON LEGACY DEVELOPMENT CORPORATION

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Foreword by BEAP

As Chair of the Built Environment Access Panel (BEAP), I am delighted to introduce the updated Inclusive Design Standards (IDS) for 2025. Over the years, we have engaged with countless applicants, discussing how their projects can be more inclusive and better meet the needs of society. Through these conversations with designers, developers, and planning officers, we have explored ways to enhance schemes based on the IDS and our recommendations.

I am thrilled that this version of the IDS continues to capture and incorporate these valuable insights, reflecting the extensive learning and application since their last publication in 2019. The IDS remains world-leading, setting the agenda for a more considered built environment that meets the needs of everyone.

Our commitment to inclusive design is unwavering. These standards will help ensure that the legacy of inclusive environments extends beyond East London, fostering strong, inclusive communities across the UK. Together, we can create environments that are welcoming, supportive, and enriching for everyone.

Neil Smith, BEAP Chair

Foreword by LLDC

The London Legacy Development Corporation (LLDC) is embarking on an exciting new chapter in 2025, building on the successful years since the Games. As we prepare to deliver the next phase of our legacy, with a burgeoning innovation district, East Bank becoming operational, hundreds more homes being built, and thousands of students settling into the Park, we are proud to present the updated Inclusive Design Standards (IDS).

Our revised IDS are designed not just for the Park but can be used as best practice throughout London and beyond. They aim to create environments that everyone can use by eliminating barriers that cause unnecessary effort and exclusion, allowing all individuals to engage equally, confidently, and independently in daily activities.

Inclusive design acknowledges diversity and difference, placing people at the heart of the design process. It requires thoughtful stakeholder consultation, innovative thinking, and a balanced application of design interventions to create genuinely inclusive places.

The LLDC is committed to delivering inclusive design and creating inclusive communities and environments in all projects. These standards will help ensure that the legacy of inclusive environments extends beyond East London, setting a benchmark for best practice in inclusive design across the UK.

We invite you to join us in this journey towards a more inclusive and accessible future

Shazia Hussain, CEO

Introduction

The LLDC Inclusive Design Standards (IDS) 2025 edition replaces the 2019 version. The IDS combines best practice from UK and international guidance, along with lessons learned from LLDC projects, into one comprehensive document that establishes a clear benchmark.

The IDS is structured with the first section providing an in-depth overview of the background and relevant legislation, explaining how the processes work and highlighting key considerations for engagement and inclusive management. The second section focuses on the specific standards and technical design criteria, offering detailed guidelines to ensure accessibility and inclusivity are considered in the built environment.

There have been significant changes since the last publication of the IDS, including the introduction of the new Publicly Available Specification (PAS) 6463 ‘Design for the mind’, which provides new guidance on how the built environment can accommodate people who are neurodiverse. Two handbooks have also been published: LLDC’s ‘Creating Places that work for Women and Girls’ and the GLA’s ‘Safety in Public Space – Women, Girls and Gender Diverse People’, which provide built environment professionals with a guide on gender equity within the built environment, covering the intersectionality of disabled people, women, girls and gender diverse people. In turn, this will also help create better spaces for boys and men.

As an organisation, the LLDC has evolved, with the planning powers returning to the borough councils in Hackney, Tower Hamlets, Newham and Waltham Forest. Our focus now moves to Queen Elizabeth Olympic Park and our developments and projects, rather than the boroughs. This also provides an opportunity to review how, and where, this edition of the Inclusive Design Standards could be used. We have updated the content throughout and believe it can be used as best practice guidance for other London local authorities and beyond, to help deliver a legacy of inclusive environments beyond east London. For LLDC, it will remain a key corporate standard (see below ‘Our process’) to help deliver inclusive design and create inclusive communities and environments in all projects.

Inclusive design – what it means

Inclusive design acknowledges diversity and difference. It aims to create environments that everyone can use by eliminating barriers that cause unnecessary effort and exclusion, allowing all individuals to engage equally, confidently and independently in daily activities.

The essence of an inclusive experience is one that places people at the heart of the design process, ensuring that everyone can enjoy an equitable environment.

When it comes to the built environment, it is important to consider physical, sensory, intellectual and emotional accessibility as well as wider considerations of inclusion.

Delivering genuinely inclusive places requires careful consideration of all potential user needs and intersectionality. For a successful outcome for LLDC, this journey starts with stakeholder consultation and engagement to inform the brief and requires a thoughtful and balanced application of design interventions, innovative thinking and a fundamental determination to create the best design possible for all intended users. Truly inclusive design is about people. It considers that we are all different and will have differing needs and requirements throughout our lives. It considers a wide range of users, abilities and requirements, including disability, older people, children and young people, different faiths and cultures, mental health and wellbeing, neurodiversity, socio-economic factors and gender diversity. In doing so, it helps create better, more intuitive and usable designs that can ultimately benefit all of us throughout our lives.

Our Process
LLDC has developed a process to help deliver inclusive design across all its development projects to help create inclusive and accessible places and neighbourhoods. This consists of appropriate standards, internal technical staff and independent reviews of LLDC's own work for over 10 years. These are summarised below:

- **Corporate standards – Inclusive Design Standards**
  LLDC has four corporate policies – priority themes – which underpin every aspect of our work. The three relevant themes are 'Delivering Inclusion and Diversity', 'Delivering High Quality Design' and 'Delivering Inclusive Growth and Community Well-being'. The Inclusive Design Standards (IDS) sit under these policies. The IDS can also be referenced as a best practice guidance document for developments outside the LLDC estate.

- **Inclusive design champion at Board/executive level**
  This role, or equivalent, is responsible for promoting inclusive design principles and ensuring that compliance with the IDS is checked regularly during project development.

- **Design Principal/Inclusive Design Lead**
  This role, or equivalent, champions inclusive design, shapes LLDC-led schemes, advises the wider organisation on how individual projects can meet the IDS and is responsible for their implementation.

- **Built Environment Access Panel**
  LLDC supports an independent Built Environment Access Panel (BEAP) to review all the development work taking place. BEAP members are made up of disabled and non-disabled people, all with vast lived experience and knowledge of inclusive design in the built environment. The BEAP panel may be available to review strategic schemes throughout London.

- **Innovation with Inclusive Design**
  The built environment is constantly changing and LLDC is always looking for new ways to innovate and remain at the forefront of designing exemplary inclusive spaces.

Legislation, policy, regulations and standards

The following table sets out the key items that relate to inclusive design and accessibility in the built environment. Many of the policies, documents and guides have helped to inform the IDS, however they are not repeated in these standards and reference must still be made to the relevant regulations, standards or guidance. There are many wider and/or additional legal, policy and regulatory requirements that relate to safety, function and sustainability that will need to be considered alongside inclusive design and accessibility provisions to ensure that they are not impacted or undermined.

Legislation

The Equality Act 2010
The Equality Act 2010 provides the legal framework that protects people from discrimination that gives rights to nine “protected characteristics”. These are:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Application: the Act applies to:

- all providers of services
- public authorities carrying out their functions
- an association in Great Britain
- employers
- all services, whether or not a charge is made for them

Legislation

Public Sector Equality Duty
The Public Sector Equality Duty includes a General Equality Duty which is also set out in the Equality Act 2010. Public bodies in the exercise of their functions must have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Application: all Public Bodies (including LLDC)

UK Planning Policy: National Planning Policy Framework

The National Planning Policy Framework
The NPPF sets out the Government’s planning policies for England and how these should be applied so that:

Planning policies and decisions should ensure that developments create places that are safe, inclusive and accessible and which promote health and well-being, with a high standard of amenity for existing and future users; and where crime and disorder, and the fear of crime, do not undermine the quality of life or community cohesion and resilience.

Application: All planning policy and decisions in England

The London Plan 2021 (Including Supplementary Planning Guidance and London Plan Guidance)

The London Plan
The London Plan is a strategic document by the Greater London Authority (GLA) that guides the city's long-term development, addressing key areas such as housing, transportation, economic growth, and environmental sustainability. Relevant Polices include:

- GG1 Building strong and inclusive communities
- Policy D4 Delivering good design
- Policy D5 Inclusive Design
- Policy D7 Accessible Housing
- Policy D8 Public Realm
- Policy D12 Fire safety
- Policy H12 Supported and Specialised Accommodation
- Policy H15 Purpose-built student accommodation
- Policy S4 Play and informal recreation
- Policy E10 Visitor infrastructure
- Policy T6.1 Residential parking
- Policy 6.5 Non-residential disabled persons parking

Application: All planning applications in Greater London

London Plan Policy D5
The commentary for policy D5 'Inclusive Design' section 3.5.12 references guidance on inclusive design standards can be found in the following British Standard documents:

- BS8300-1:2018, External environment, and
- BS8300-2:2018, Buildings. Code of practice. January 2018.

Application: All planning applications in London

London Plan Policy D7
Policy D7 'Accessible Housing' requires 90% homes designed to M4(2) and 10% designed to M4(3). Additional guidance is also found within the Housing Design Standards guidance which brings together, and helps to interpret, the housing-related design guidance and policies in the London Plan.

Application: All planning applications in London

The London Plan 2021 (Including Supplementary Planning Guidance and London Plan Guidance)

Purpose-built Student Accommodation LPG (2024)
The Purpose-built Student Accommodation (PBSA) London Plan Guidance (LPG) provides advice on how to apply London Plan Policy H15 to best meet London's needs.

Application: Applies to all new student residential projects in London

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London Housing Design LPG (2023)
The Housing Design LPG brings together, and helps to interpret, the housing-related design guidance and policies in the London Plan.

Application: Applies to all new build residential projects in London

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GLA Safety in Public Space - Women, Girls and Gender Diverse People (2022)
The document addresses safety of women, girls, and gender-diverse people in public spaces, highlighting the need for inclusive urban design and practical guidelines to improve safety.

Application: Applies to all developments in London

GLA Good Growth by Design: Making London Child-Friendly (2020)
Designing places and streets for children and young people

Application: Applies to all developments in London

LLDC Local Plan

Policy BN.6: Requiring Inclusive Design
Non-residential proposals will be considered acceptable where they respond to the needs of all users, and provide an accessible and inclusive environment by incorporating all applicable elements of the LLDC's Inclusive Design Standards. Residential proposals will be considered acceptable where they respond to the needs of all users and provide an accessible and inclusive environment by providing 90 per cent of dwellings in accordance with Optional Requirement M4 (2) Category 2 of Part M of the Building Regulations, and 10 per cent of dwellings in accordance with Optional Requirement M4 (3) Category 3 of Part M of the Building Regulations.

To ensure that the design of buildings and their surroundings ensure they are accessible to all it will be important to consider the needs of those with sensory or cognitive impairments.

Application: Only relevant to LLDC schemes. Note this will remain in place until each host borough adopts local planning Policy

LLDC Policy Documents

Design Quality Policy
Describes LLDC's design vision for Queen Elizabeth Olympic Park, sets out our Quality Management Strategy and what LLDC expects from our partners, and includes our Housing Space Standards.

Application: All built and natural environment projects within the LLDC estate

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Inclusive Design Standards (IDS)
Sets out the standards that are expected across all buildings, landscape and public realm to deliver inclusive places that can be used easily and enjoyed by everyone, equally. The Standards are a single document to inform development partners and act as a benchmark against which levels of inclusive design achieved in the built environment can be measured.

Application: All built and natural environment projects within the LLDC estate. May also be used as a best practice inclusive design guide outside this area

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Park Design Guide
Sets out how LLDC expects good design, climate resilience and biodiversity to be sustained across open spaces, from strategic planning and design principles through to specification, construction and maintenance.

Application: All landscape and public realm projects within the LLDC estate

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Preparing for a 1.5oC future
Provides a framework and guidance to achieve net zero for new buildings; it includes target performance standards and KPIs that are the minimum requirements for new developments, a design actions checklist per RIBA Stage and Design Guidance for achieving the targets.

Application: All new buildings within the LLDC estate

Code of Consultation
Provides LLDC's expected approach to undertaking meaningful and inclusive public consultation; it explains our principles of consultation and sets out good practice approaches to different methods of consultation though the pre-application, submission and construction and operation stages of projects.

Application: All built and natural environment projects within the LLDC estate

LLDC Policy Documents

Creating Places that Work for Women and Girls - Handbook for Local Authorities, Developers and Designers
Sets out key considerations and practical steps that can be taken to ensure a gender-informed approach is applied in the planning, design and decision-making process, from project inception to long-term management, with engagement at the heart of the process.

Application: All built and natural environment projects within the LLDC estate. May also be used as a best practice inclusive design guide outside this area.

Housing standards

Nationally Described Space Standard
The Nationally Described Space Standard replaces existing different space standards used by local authorities. It is not a building regulation and remains solely within the planning system as a technical planning standard.

Application: Applies to all new build residential projects in England

Building Regulations – Residential

Approved Document M (AD M) – Volume 1: Dwellings
The 2015 edition with 2016 amendments of 'Approved Document M: access to and use of buildings Volume 1: Dwellings' only covers dwellings and contains updated guidance. It introduces 3 categories of dwellings:

- Category 1 M4(1): visitable dwellings
- Category 2 M4(2): accessible and adaptable dwellings
- Category 3 M4(3): wheelchair user dwellings

Application: All newly erected dwellings in England
Categories 2 and 3 apply only where required by a planning condition

Building Regulations – Non-Residential

Approved Document M (AD M) – Volume 2: Buildings other than dwellings
The 2015 edition, with May 2024 amendments, covers buildings other than dwellings.

Application: All new build and refurbishment projects in England

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Approved Document K (AD K) Protection from falling, collision and impact
The 2013 edition was updated to amalgamate 'Approved Document N: Glazing – Safety in relation to impact, opening and cleaning' along with some overlapping guidance that resided in 'Approved Document M: Access to and use of buildings'.

Application: All new build and refurbishment projects in England

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Approved Document T (AD T) – Toilet Accommodation
The 2024 edition covers toilet accommodation within non-residential buildings relating to standard and ambulant accessible toilet cubicle design.

Application: All new build and refurbishment projects in England

Other

Equality Impact Assessment (EqIA)
An EqIA is an evidence-based approach designed to help organisations ensure that their policies, practices, events, and decision-making processes are fair and do not present barriers to participation or disadvantage any protected groups from participation. This covers both strategic and operational activities.

Application: An EqIA should be done when the need for a new policy or practice is identified, or when an existing one is reviewed (Alignment with impact assessments for sustainability is important to ensure eco-measures do not impact on accessibility)

Paralympic Symbol – The Agitos logo

How to Use This Document

This 2025 Edition is not a new set of guidelines distinct from existing, recognised good practice. Rather, it brings together the best of existing good practice guidance, lessons learned from LLDC projects and consolidates this in a single benchmarking document.

The IDS are a requirement for all projects within Queen Elizabeth Olympic Park and the LLDC estate. They can also be used as a tool across Greater London and beyond as a best practice guide for inclusive design in the built environment. The IDS cover topics and elements that complement and expands on existing regulations or good practice guidance.

LLDC-led schemes
The IDS are mandatory for all LLDC-led schemes and therefore must have a compliant response in any applicable procurement tendering process. Any additional expectations will be made within the design brief.

LLDC-led schemes will involve and consult the LLDC Inclusive Design Principal. Schemes will be reviewed by BEAP at key design stages. BEAP are an independent advisory panel supported by LLDC. This is an effective way to ensure the highest level of inclusive design and accessibility is considered through the planning application process and RIBA Work Stages. This process should help reassure the local planning authority (LPA) that the scheme has been thoroughly and independently reviewed.

Compliance
As a public body, LLDC is legally required under the public sector equality duty of the Equality Act 2010, to establish and promote equality and be transparent about how it does so. On LLDC-led schemes, development projects typically follow the process set out below:

- **Reporting:** All design reports submitted for review will have an inclusive design section outlining compliance with the IDS. There is an IDS Conformance Report template (see Appendix 2) that all significant projects must complete and submit setting out any non-compliance with the rationale and subsequent mitigation measures taken.
- **LLDC Review:** LLDC's Inclusive Design Principal will be engaged throughout the design process and feed into overall client comments at each stage of design.

- **BEAP Review:** The scheme will be reviewed by BEAP at the appropriate and agreed stages of design. Key points raised are captured on a BEAP Tracker that also includes any outstanding comments from LLDC's Inclusive Design Principal.
- **Tracking:** Issues listed on the BEAP Tracker must be satisfactorily addressed prior to any planning submission. Depending on the type of submission, it should form part of the Design and Access Statement (DAS) along with a completed Conformance Report. The design team's responses to the BEAP Tracker and any non-conformance noted in the Conformance Report will be reviewed by LLDC and either accepted, deferred to a later design stage, or rejected.
- **Building Regulations:** Nationally, the Approved Document M of the Building Regulations (AD M) is the minimum compulsory requirement to be met but higher standards are required under the London Plan and this guidance. The most relevant to residential development is full compliance with the optional Category 2 and Category 3 requirements of AD M – Volume 1 which are dictated by the London Plan as mandatory. LLDC has been able to go beyond minimum requirements and deliver exemplar schemes that react and respond to the needs of the widest possible range of end users. LLDC developments reach higher standards than 'compliant' schemes.
- **Construction and Completion:** LLDC will ensure that inclusive design features and facilities are reviewed during and post-construction with a Design Guardian (refer to LLDC's Design Quality Policy) who can check and aim to remedy any deviation from the developed design drawings.

Complementary Documents
LLDC's IDS are to be used in association with other LLDC policy and guidance documents, including but not restricted to:

- Design Quality Policy
- Park Design Guide
- Preparing for 1.5°C future
- LLDCs Code of Consultation
- Creating Places that Work for Women and Girls Handbook

For specific building types and uses, supplementary and more specific inclusive design guidance should also be used and referenced as appropriate.

For schemes throughout London
There are two processes set out below that are part of the IDS that have wider application: RIBA Inclusive Design Overlay integrates inclusive design and accessibility into all RIBA Stages of work. This is referenced below. LLDC's approach which is required for all of LLDC's projects and provides design guidance for the built environment.

Each highlights a best practice process and therefore can be used in other contexts. In addition to the specific approach, it is encouraged that the IDS be used as a best practice design guide to help achieve an accessible and inclusive built environment, supplementary to any statutory regulation.

Built Environment Access Panel (BEAP) reviews which are available to other local planning authorities within London, subject to a fee payable via the applicant. Any officer who wishes to discuss this should contact inclusivedesign@londonlegacy.co.uk

Inclusive Design Overlay for the RIBA Plan of Work
Local authorities have different resources and processes in place when it comes to inclusive design. The Royal Institute of British Architects (RIBA) introduced the Inclusive Design Overlay which seeks to equip built environment professionals with the knowledge to embed inclusive design into project delivery across all stages of the RIBA Plan of Work[1].

The Inclusive Design Overlay introduces inclusive design within the five key team roles with guidance on when and why to engage with an Inclusive Design Lead, Inclusive Design Consultant, Accessibility Consultant or Champion and the purpose of their role. LLDC already addresses this by requiring inclusive design champions at both board and project levels. This ensures that any built environment project is designed to meet the IDS standards and involves engagement with BEAP.

Inclusive Design Leads are professionals such as accredited members of the National Register of Access Consultants (NRAC) or those with equivalent experience and expertise.

1 Inclusive Design Overlay for the RIBA Plan of Work, July 2023

Inclusive Design Standards

The Inclusive Design Standards are set out in four key parts:

- **Inclusive neighbourhoods;**
- **External built environment;**
- **Residential buildings;**
- **Non-residential buildings.**

Each inclusive design standard includes two sections:

1. **The design intent** gives some background and context to the inclusive design standard and provides key commentary and consideration relating to this standard.
2. **The inclusive design guidelines:** set out good practice that LLDC expect will deliver to deliver an accessible and inclusive built environment.

References to emerging and good practice guidance (in the UK, Europe and internationally) are made throughout this document, as applicable, and used to highlight how design measures can be accommodated.

It is important to note that the recommendations and examples contained in this document represent one or more ways of achieving accessible and inclusive environments. There may be equally satisfactory alternative physical or operational solutions that achieve the same equitable outcomes. To add value, LLDC will work with design teams and in collaboration with the Built Environment Access Panel (BEAP) to consider alternative solutions on a case-by-case basis. For non-LLDC schemes, local authorities and developers can discuss proposals with the Inclusive Design Lead for the project and how to involve BEAP.

Inclusive engagement and co-design

An inclusive built environment is one in which people can live, work, play and easily move around through high quality, people-focused spaces, while enjoying barrier free access and a sense of welcome[2].

To create inclusive neighbourhoods and communities, local people should be placed at the centre of the design process. By engaging directly with the local communities, user groups and future users of the building or external environment, schemes benefit from local knowledge and lived experience. User engagement and consultation offers the chance to listen to different user views, gaining real world feedback which goes beyond regulations and guidance. This offers an opportunity to enhance the buy-in and support for key design decisions for the development, building or place.

On all LLDC-led schemes, user engagement and consultation is set out in the Design Quality Policy. Key to each milestone in the design process is engagement with the LLDC's own Built Environment Access Panel (BEAP) to gain lived experience perspectives and expert knowledge from different members during dedicated meetings. This complements the guidance in the LLDC's Code of Consultation and engagement or consultation process by the local planning authority. As set out in the Code of Consultation, engagement should not be limited to user group panels and individuals who come forward, but should also consider public engagement through exhibitions, public meetings and workshops, establishing new focus groups, undertaking surveys and reaching out via social media. Co-design initiatives go further, by allowing users greater responsibility for decisions, and active contribution to the design process.

On non-LLDC and schemes outside the LLDC's area boundary, design teams are still strongly recommended to carry out user engagement and this should be planned in from the early design stages. Where no established inclusive design panel is in place for non-LLDC schemes the LLDC's BEAP could be used, subject to availability (contact – inclusivedesign@londonlegacy.co.uk).

2 London Plan 2021, Definition of Inclusive Neighborhoods, Page 510

BEAP 2023 Annual General Meeting, site visit at East Bank

BEAP members at the Park

Inclusive management and operation

Creating an inclusive environment goes beyond the design of the physical environment and building services. Designers and developers should consider operational and maintenance implications for the building after completion and handover, to ensure that materials and products procured are accessible, appropriate and robust, with considerations to durability, sustainability and changes in the way the building or public realm is likely to be operated and used over time.

This includes safe access for replacing, maintaining and cleaning features and potential flexibility to adapt to anticipated changing demographic requirements. Building owners and operators should plan in advance a robust and inclusive access management plan or strategy as part of the building's and landscape's operation and management.

When considering inclusive building management and operation strategies, consideration should be given to creating an Inclusive Access Management Plan (IAMP). An IAMP is created by building owners and operators to set out the key management, operational, maintenance, communication and policy items relevant to the building and it is monitored and updated throughout the buildings life. The IAMP should signpost to The Building Manual and Building User Guide for the facility, which should include information that can be used to ensure that asset management is effectively implemented.

For further detail on guidance and considerations for inclusive management and operation, reference should be made to Appendix 1.

Students at East Careers Week

Part 1

Inclusive Neighbourhoods

LLDC is committed to developing neighbourhoods with the same design rigour that earned Queen Elizabeth Olympic Park international recognition for creating inclusive places and buildings. Its legacy venues and parklands better connect to the surrounding local boroughs and improvements to this are ongoing.

The aim is to build inclusive neighbourhoods that are accessible and enjoyed by everyone, regardless of ability, age, gender, sexual orientation, race or faith. This applies to residential homes and other living and overnight accommodation, non-residential buildings (public or commercial), external spaces (such as public realm and streets, greenspace and natural habitats), services and facilities. These themes are relevant to London as a whole.

The Legacy Communities Scheme (LCS), a large outline application granted in 2013, set a masterplan for development across the Park, covering building heights, land uses, open space, access plans, street layout, development of infrastructure and more, for all neighbourhoods. At the heart of the LCS is the delivery of lifetime neighbourhoods which in turn leads to the creation of inclusive neighbourhoods and communities. The London Plan[3] defines the concept as:

'an inclusive neighbourhood is one in which people can live and work in a safe, healthy, supportive and inclusive neighbourhood. An inclusive neighbourhood will ensure that people are able to enjoy the options of easy access by public transport and active travel modes (walking and cycling), to services and facilities that are relevant to them. It will also allow people to safely and easily move around their neighbourhood through high quality people focused spaces, while enjoying barrier free access to surrounding areas and the wider city. They should have safe and easy access to a network of open spaces which meet their recreational needs to enhance health and wellbeing, as well as welcoming easily accessible communal spaces which provide opportunities for social interaction'.

The London Plan recognises that good growth is inclusive growth. It builds upon the city's tradition of openness, diversity and equality to help deliver strong and inclusive communities. It requires that streets and public spaces are planned for people to move around and to spend time in comfort and safety, creating places where everyone is welcome, fostering a sense of belonging, encouraging community buy-in and enabling communities to develop and thrive.

Designers should consider London's diverse population and create a welcoming environment that everyone can use confidently, independently and with choice and dignity, avoiding separation or segregation. In order to build inclusive neighbourhoods, this section of the IDS should be considered as part of the early-stage decision making and design development. People of all ages, disabled people and neurocognitive differences, people of different faiths, cultures, and socio-economic backgrounds should be part of this process.

3 The London Plan, 2021 – Definition page 510

Services and amenities

It is not just the physical built environment that is important, but also the vital services need to be embedded into how a community functions as they contribute to the formation and endurance of inclusive and age-friendly neighbourhoods and will include:

- local access to shops and amenities;
- sociable spaces and places to meet and enjoy activities;
- opportunities for volunteering and employment, and;
- access to social infrastructure, including access to green space and nature.

Social infrastructure covers key facilities such as healthcare, education, community safety and safeguarding services (such as police and fire rescue) as well as a wide range of amenities such as recreational, leisure, community and sports facilities. It also covers essential features in the local infrastructure, such as accessible seating within the public realm, drinking water fountains and public toilets.

Creating connected environments

The Mayor of London's Transport Strategy[4] identifies that accessibility and inclusivity must be embedded in the planning and design of streets as set out in the TfL Healthy Streets Toolkit. London's first Walking Action Plan[5] targets an extra million walking trips a day and LLDC requires that developments are welcoming places for everyone to spend time in and engage with community life and activities. They are designed to encourage active travel such as walking, wheeling, cycling, personal forms of transport and use of public transport.

To support sociability, health and wellbeing, neighbourhoods should be designed to encourage people to get out and about to enjoy outdoor spaces and access services and facilities easily. Well-connected neighbourhoods consider not only the physical design of routes and distances between daily destinations, with features and facilities that are inclusive of the widest possible range of needs, for example:

- places for people to rest or pause along their journey;
- wayfinding, signage and cues in streetscape design to help with orientation and navigation;
- accessible toilet facilities suitable for everyone;
- well placed pedestrian and cycle crossings.

A lack of resting places can limit mobility for certain groups of people. Ensuring there are places to stop and rest benefits everyone. It is also important that shade and shelter from high winds, heavy rain and direct sun be provided. This will enable everybody to use open spaces and streets, whatever the weather.

The Mayor of London also recognises within its Equity in Motion Strategy[6] that delivering a transport network that is accessible, safe, and fair for all Londoners is important to creating inclusive connected neighbourhoods that function for future generations.

4 Mayor's Transport Strategy, GLA, 2018 and Revisions November 2022
5 Walking action plan. Making London the world's most walkable city, GLA, 2018
6 TfL Equity in Motion, February 2024

IDS 1 Site Planning

Design intent

Inclusive design is indivisible from good design[7] and inclusive design principles should be set out at the earliest possible stage in the creation of inclusive neighbourhoods.

The masterplan for the London 2012 Olympic and Paralympic Games was developed based on the IDS principles from the start with early assessment of gradients across the site, consideration of the orientation of the buildings, main entrances and their relationship with pedestrian and vehicular movement can influence how inclusive the environment will be. Accessibility from transport nodes was key to ensure a sense of welcome and delight during Games Time, its transition into a public park, and then legacy neighbourhoods.

In the initial masterplan or early stages of any development, the context of the site and links to public transport and active travel choices must be considered holistically. The choice and variety of routes, site topography and the approaches to the buildings affect the accessibility and use of the site for everyone.

Neighbourhoods and communities should be designed to encourage pedestrians to be out and about, enjoying outdoor spaces and easily access services. Using active travel modes to access these, have a significant positive impact on sociability, mental health and well-being.

7 The London Plan, 2021, Planning Policy D5 'Inclusive Design', Section 3.5.2 commentary

Inclusive Design Guidelines

The masterplan and the arrangement of buildings and neighbourhoods and other features within a development should be organised to:

- be welcoming to visitors and encourage use from the surrounding neighbourhoods;
- have a positive relationship to the social infrastructure, surrounding landscape and existing and surrounding developments;
- make optimum use of the topography for provision of easy access into, through and around the site and all its buildings and amenities;
- prioritise pedestrian movement over all vehicular forms of transport, but carefully considers how accessible car parking spaces, drop-offs, and key facilities such as bus stops relate to the site, including travel distances;
- promote a Healthy Streets approach and provide features such as gentle gradients and resting areas that promote pedestrian comfort;
- give opportunities to avoid proximity to high traffic and noisy areas;
- enable easy navigation, integrating permanent wayfinding features within the landscape and structures and enabling multi-modal wayfinding including appropriate technology;
- enable people to navigate and orientate themselves easily through the arrangement of the external environment, buildings, and their entrances;
- offer variety and choice; avoiding heavy repetition of building types or street patterns which can make wayfinding and orientation around neighbourhoods difficult for some people;
- consider how a child-friendly and age-friendly environments can be created, with a wider strategic view taken on how safe, friendly, and playable streets, green space and civic spaces can better support playability for all children, young adults and older people of all abilities;
- consider the demographics of the area and needs of local communities. Where relevant carry out local user and community engagement sessions.

IDS 2 Sensory and neuro-inclusive environments

Design intent

The way we experience the built environment varies and we all process and organise sensory information differently, through hearing, sight, smell, touch, taste and movement. We can all react to different sensory environments, whether this is a high response to a sensory stimulus (hypersensitive) or a low response (hyposensitive)[8].

It is important to consider how elements of the built environment can impact differently on the senses and can sometimes cause responses which are inconvenient, discomforting, instigate loss of balance or sensory overload. Many people with neurodivergent traits (diagnosed or not), can experience hypersensitivity through one or more of the senses. They can experience visual and/or vestibular (balance and spatial orientation) differences, as can people with sight and hearing impairments. In people with neurodivergent traits, sometimes only one sense is hyper or hypo sensitive, but for many it is several senses which can compound the effect. Neurotypical people at certain times in their lives, such as during the menstrual cycle or perimenopause, can experience similar discomfort.

The built environment can be better designed to for people with neurodegenerative conditions such as dementia, which is important as many of the UK's ageing population are living in urban environments. An environment that is designed with consideration of sensory processing differences offers many benefits, from attracting new customers, improving wayfinding, enhancing mental health and wellbeing and even helping with staff or volunteer retention.

8 PAS 6463 – Design for the mind, Neurodiversity and the built environment

Inclusive Design Guidelines

Masterplans and the arrangement of buildings, neighbourhoods, and features within a development should be designed and managed with sensory inclusion in mind. The proposals should:

- consider a range of different user journeys and how people with sensory processing differences may experience the built environment including people who may be neurodivergent, neurodegenerative, neurotypical[9] and users with sight or hearing loss;
- create an environment that is dementia friendly;
- communicate live travel information where spaces (such as transport infrastructure) can be unpredictable with congestion at different times of day;
- offer quiet and restorative spaces along long internal circulation routes or within the external environment. Plan suitable places to pause, break and rest to allow different users to pause, feel better and recharge;
- use biophilic design principles, giving people access to green spaces and nature, for escape/restoration and internal areas that incorporate natural materials and views of greenspace;
- ensure green spaces provide a mix of sensory experiences, with opportunities for visual and speech privacy, and to hear, see and touch the natural environment;
- allow for wider walkways and pavements to allow people to distance themselves from traffic and other people, especially at busier times or at busy events or after dark;
- allow for a choice of circulation routes between key spaces and public areas, allowing for direct straighter routes but also longer secondary routes that flow or meander in a less rigid way and offer a quieter option;
- provide good sightlines to help reduce anxiety when entering a new space and potentially allow casual supervision for people who may need safeguarding;
- consider different types of materials and finishes to give sufficient contrast to aid wayfinding for people with sight loss, whilst avoiding highly reflective materials or slippery surfaces;
- avoid the use of bold linear patterns such as bright and/or strong patterning on surfaces that cannot be avoided as this can confuse and mislead and cause sensory overload for some users.

9 For full definitions of Neurodivergent, Neurodegenerative and Neurotypical refer to section 3 of PS 6463 Design for the Mind

IDS 3 Safe and equitable built environments

Design intent

An inclusive neighbourhood is a safer neighbourhood. Gender inclusive planning and considers the needs of women, girls and gender diverse people who can experience a range of physical, social, mental, economic and symbolic barriers and vulnerabilities in public spaces[10]. The built environment can impact on how people experience places and go about their daily lives.

The creation of a more inclusive and safer neighbourhood can also help create a better environment for everyone, including gender diverse people. This approach is better for everyone[11]: girls, women, men, boys, and all people with a protected characteristic.

To address a crucial gap in guidance in the built environment, the LLDC have published the 'Creating Places that Work for Women and Girls – Handbook' which outlines how to identify gender inequalities embedded in urban design and planning, as well as offering practical tools for creating more inclusive neighbourhoods for designers, local authorities and developers. Secured by Design should also be considered, however this IDS focusses on the perception of safety and how it could be improved.

Design of the built environment can help address some of the issues, but it is not the sole solution on this complex problem. Policy incentives, education, health, policing, transport, environmental services and housing may exert more influence and these need to be considered during the design and planning process. Therefore, it is paramount that cross-sector collaboration takes places and a gender inclusive approach undertaken.

10 LLDC Creating places that work for Women and Girls – Handbook for Local Authorities, Developers and Designers, 2024

11 Gender Diverse People: Interchangeable umbrella terms for people whose gender identity and/or gender expression exists on a spectrum outside of their sex assigned at birth.

Inclusive Design Guidelines

The masterplan of and the arrangement of buildings and public spaces should be designed to create a safe environment. The site should:

- create a movement network that supports safe and equitable travel to and in-between key hotspots, public areas, and amenities;
- carefully consider the position of infrastructure that can create pinch points or limitations to visibility, such as bridges, underpasses or raised walkways. Where unavoidable consider alternative interventions in the wider context and carefully consider safety at height;
- carefully consider the perceived psychological safety of the environment and how a welcoming and comfortable experience could be created. For example, the presence of Hostile Vehicle Mitigation (HVM) or Vehicle Security Barriers (VSB) and how their presence could increase anxiety relating to safety;
- robustly manage the nature and planting to create a sense of safety, with consideration of the presence of staff or residents and to support with visibility, attractiveness, and sense of care;
- consider the land use and site layout to ensure features such as active frontages and threshold spaces can encourage positive activity along key routes and improve how the environment feels;
- consider lighting that is strategically designed to respond to the wider context and create a safe and welcoming environment. It is advisable to engage with a lighting expert who can help guide the intervention and meet biodiversity requirements.

Case Study: Marshgate Lane Wayfinding Commission

A public realm project co-created by local women, girls, and gender diverse people with the aim of helping to start to address the gender imbalance in public space design. Proposals for the public art commission will be developed through a collaboration between artist, Sahra Hersi and a group of eight female Community Collaborators each of whom were selected via an open call process and have a direct relationship to the Marshgate Lane area.

Marshgate Lane Art Community Collaboration

Your Neighbourhood Talks

Case Study: Your Neighbourhood Talks

Your Neighbourhood Talks is London Legacy Development Corporation's six-monthly resident forum, taking place each March and September and open to everyone. It provides an opportunity to meet with London Legacy Development Corporation, and many other organisations based around the Park, to discuss the impact of their work and find out how local residents can get involved. The key issues discussed are about construction activity, events, education, training, jobs and other local issues.

Part 2

External Environment

This section focuses on movement and interaction within the external built environment. The design of public realm, curtilage of buildings, public circulation, streets, landscape, wayfinding and signage, that contribute to the creation of an inclusive external built environment. The public realm should be made up of spaces that people want to spend time in and one that feels safer for all users, including women, girls, boys, men, gender diverse people and disabled people.

IDS 4 Public realm

Design intent

The external areas between buildings, public space, open space and amenity areas are just as important as the buildings themselves.

An inclusive public realm is made up of a coordinated network of legible, safe and accessible routes and spaces. Paths, roadways and streets should be designed to provide a strong and legible framework and adjoining public spaces designed to support a range of functions for a range of users.

The ease of orientation and wayfinding through an area will be determined by its inherent legibility, supported by information systems, wayfinding cues and signage. This may include the use of artworks and murals that can create a sense of place and identity, in particular where overuse of signage could cause visual clutter and confusion.

Inclusive Design Guidelines

The public realm should:

- include spaces where people choose to and want to spend time, creating vibrant and active public spaces;
- have pedestrian routes that are designed to be easily identifiable, predictable and as direct as possible. Straight lines with right angled turns can create sudden challenges at bends and are not the easiest to follow. Pathways that flow and curve can give better sightlines and predictability and are easier for wheelchair users and people with prams or pushchairs to use. There should be at least one step-free and accessible route through an area and preferably a primary and a secondary, quieter for people who wish to avoid crowds on a busy day;

- carefully consider the safety and security of pedestrians and cyclists and avoid introducing conflicts between users. Where this is unavoidable, it will be important that BEAP and/or local users groups and stakeholders, who could be impacted by this, are consulted to find the best design or management solution;
- have routes and facilities, such as parking, play areas (informal and formal), public toilets and seating areas that are comfortably-lit with opportunities for natural surveillance, clear sightlines, no dead ends and can be overlooked from nearby buildings;required, design solutions should be inclusive and provide a choice of routes with a priority on stepfree;
- minimise visual clutter, for instance, through the careful location and blended integration of elements such as landscape, lighting, signage and street furniture;
- create an environment that is safe, equitable and works for all users (consider the 10 interventions within LLDC's Creating Places that Work for Women and Girls Handbook).

IDS 5 External wayfinding and orientation

Design intent

Wayfinding is the activity of finding your way from one place to another. The experience of wayfinding can be influenced by the environment, the user and the information that is available. Wayfinding is also strongly linked to signage and is covered in IDS 6 External signage.

Wayfinding should use spatial, physical and environmental clues to help people plan and navigate moving from one place to another. Spaces should be legible and easy to understand and legibility of space includes recognisable routes, intersections and landmarks to help people find their way around including routes within buildings.

The layout of a building and location of key facilities, such as entrance doors, reception, toilets and vertical circulation stairs and lifts should be easily identifiable and intuitive for all users.

Wayfinding is often a multi-sensory activity and can be particularly challenging for people with sensory processing differences or sensory loss. Information and wayfinding should be delivered through multiple channels, so that people who may have different sensory loss can make use of the information in different ways. Consideration should be given to the principle of multiple senses in a way that is accessible and inclusive for users with sensory loss. This could include visual clues such as landform, architecture or graphics and visual displays, tactile elements such as braille or tactile paving surfaces, audible elements such as announcements and other sensory information, such as olfactory (for example using scented plants),simple language formats and British Sign Language (BSL).

Inclusive Design Guidelines

Wayfinding strategies should:

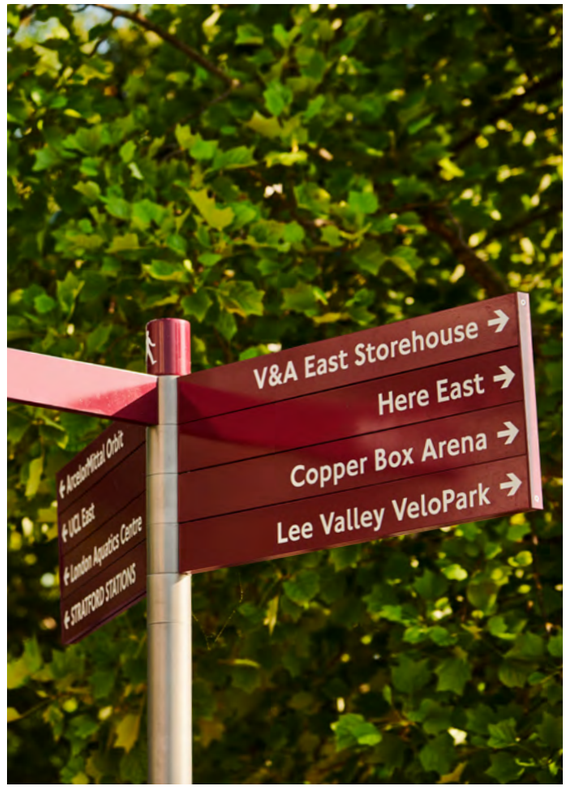
- consider how they interface with any existing wayfinding systems, strategies, artworks or landmarks that local users may be familiar with. Strategies should make good use of inclusive and legible signage including visible and clearly identified street names and directional signage and avoid wayfinding signage gaps (see IDS 6. External signage);
- promote uncluttered streetscapes with key features such as street names being clearly visible and easy to understand;
- provide wayfinding information in a range of different modes to support different users such as floor markers or directorial signage;
- anticipate desire lines with good site lines and accessible routes, which will lead people towards amenities and provide logical and inclusive routes that are clearly detectable;
- provide orientation through the use of existing or new landmarks which may include murals, architectural features, statement trees or public art and sculptures;
- have clearly defined and appropriately indicated pedestrian crossing points with segregation between pedestrians, cyclists and other motorised vehicles (e-scooters, cars or motorbikes);
- make appropriate use of tactile paving as and where required including the use of guidance paving (see IDS 7.7. External tactile paving);
- consider how wayfinding can be effective both in daylight and darkness with placement of appropriate lighting to create perceived and actual safer environments (see IDS 9. External lighting);
- consider engagement and/or co-design with a range of users when designing the wayfinding system or strategy.

Digital wayfinding and assistive technology can help a wide range of people navigate the built environment and can consist of monoliths with digital maps and digital signs and digital information on a mobile device. However, it is important to remember that when planning digital wayfinding systems, that some people will not be able to use or access the information, that technology can fail or lose power or battery life. Physical signage and printed information will always be needed in addition to any technology.

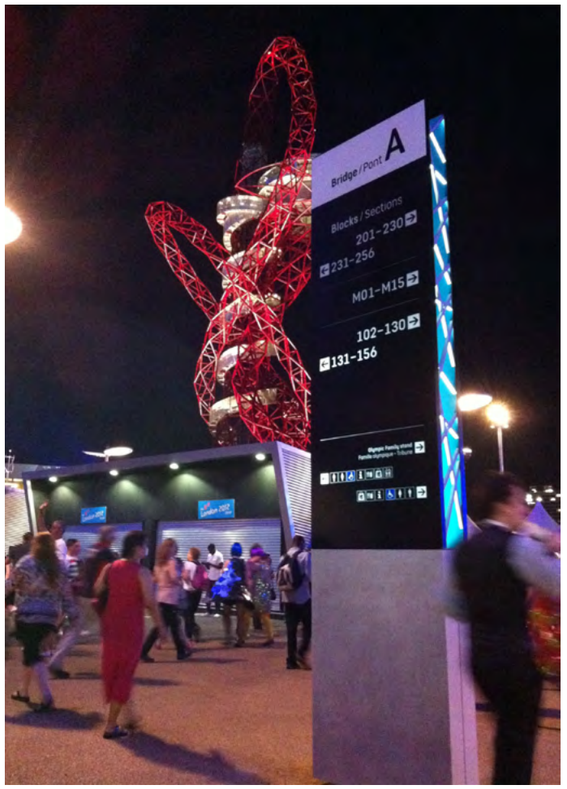
Digital technology is advancing at a fast pace and proposals for its use should be carefully assessed. More than one assisted technology can be considered in order to meet a variety of user requirements. For example, people with a range of visual impairments can rely on different types of technology, find out more in AISF Part E section 3[12] which is free to download.

Where a digital wayfinding and assistive technology solutions are proposed they should be presented to the Built Environment Access Panel (BEAP or a local users group to get user feedback and can assess any proposals to identify any barriers to use.

12 Sport England Accessible and Inclusive Sports Facilities Part E Section 3



Case study: Park signage
Signage examples from the Park including monoliths, fingerposts, tactile and audio map at Mandeville Place and using the Agitos installation to mark a location.



IDS 6 External Signage

Design intent
All signage should consider as wide a range of users as possible. A range of factors need to be considered to address people's differing access requirements. Many people who are blind or partially sighted may need access to tactile or audible information. People who do not have English as first language and children may need pictograms on signs and people with hearing loss may need signed programming alongside digital and visual formats.

No single medium can communicate the information required to all people to understand the built environment and as such duplication may be required. The use of visual and tactile information on a sign can benefit from being reinforced by audible information and vice versa.

Inclusive Design Guidelines
Signage should:

- be clear, concise and consistent;
- use simple language that is clear and inoffensive;
- use appropriate tonal and visual contrast between the text and sign material and between the signboard and the environment in which it is placed (considering glare and backlighting);
- identify and confirm directional information;
- use familiar symbols such as those in BS ISO 7001:2023 'Public Symbols';
- be standardised and easy and intuitive to understand, considering appropriate alternatives where needed;
- ensure signage is provided at all potential decision points with maps and confirmatory signs to help with longer journeys;
- consider, where digital signs (dynamic signs) are used, contrast, viewing angles and the brightness of their illumination;
- consider moving elements, flashing images and flickering of lights on digital signs (dynamic signs) carefully as they could create sensory discomfort or trigger photo-sensitive epilepsy.

IDS 7 External routes

Design intent
The different experience of users throughout different times of the day, week and year should be considered. External routes includes streets, footpaths, public routes and any circulation route associated with the development.

Key factors are:

- directness and choice of routes for different modes of travel;
- route legibility and ease of access and safety for all, especially for disabled people, people with dementia, women, girls, and gender diverse people;
- how suitable the route is with regards to widths and gradients;
- distances between resting places and seating (to assist people on their journey, or to enjoy a space);
- shelter and shade;
- quality of lighting and natural surveillance;
- positioning of planting, trees and the types of planting.

IDS 7.1 External routes: general

Inclusive Design Guidelines
The design of external routes should:

- provide routes that are intuitive and easy to use;
- take account of the fact that people's mobility ranges vary enormously between individuals by age and ability and contributing factors such as weather, topography (gradients) and obstacles;
- provide the same quality of experience for all different options of overcoming levels (either by graded route, lifts or by steps), with none of the choices feeling secondary;
- avoid excessively long graded routes which can become tiring for people, but where these cannot be avoided, provide more direct routes with stepped alternatives;

- provide seating set back along pedestrian routes, (which may be combined with associated public facilities such as public toilets and play spaces);
- prevent the risk of falling where there are changes in level. Where changes in level occur, the risk should be assessed, and appropriate mitigation measures taken;
- avoid locating stepped routes in an unexpected position or directly in line with primary access routes as this may cause a person to trip or fall. Where this situation occurs, the steps must be clearly identifiable, especially for a person who is blind or partially sighted;
- not permit the use of feathered steps (risers), as these can become trip hazards to many users;
- avoid the use of tapered treads (goings), such as winders or spiral steps, as they can be difficult for users to visually judge. They should only be provided after careful consideration to the safety implications and engagement with local users groups;
- provide a robust edge protection and guarding, where appropriate along accessible routes. Where level changes occur, a robust health and safety risk assessment should be undertaken to determine the risk of falling;
- be well lit (See IDS 9 External Lighting).

IDS 7.2 Widths

Inclusive Design Guidelines

Accessible routes should:

- be adequately sized for the predicted pedestrian flow which may require crowd modelling to understand the 'level of service' or sense of comfort at different times;
- have a minimum surface width of at least 2000mm for primary access routes. This allows space for two wheelchair users to pass each other and helps accommodate larger electric mobility scooters;
- have a minimum width of 1200mm to cater for unavoidable obstructions along access routes, but this reduction in width cannot be for more than 2000mm in length. A 1200mm width can accommodate two people walking together or a single user plus guide dog;

- provide passing places 2000mm long by 1800mm wide at no more than 20m apart where circulation route is greater than 1200mm but less than 2000mm[13]. Where there is no direct line of sight to the next passing place, a passing place should be provided at more regular intervals;
- give consideration to longer and wider areas to allow for 90o and 180o turning spaces where larger powered wheelchair and mobility scooters are proposed to be used[14] as different mobility devices can range in size:
  - –Larger electric wheelchair turning 90°: 1550mm long by 1550mm wide
  - –Larger electric wheelchair turning 180°: 2150mm long by 1600mm wide
  - –Mobility scooter turning 90°: 2500mm long by 2500mm wide
  - –Mobility scooter turning 180°: 2800mm long by 2200mm wide
- maintain the widths of circulation routes for a minimum height of 2500mm, which may require ongoing maintenance and trimming of overhead trees and large shrubs;
- ensure accessible routes are not shared with cyclists or other personal mobility devices, as this can create a hazard and reduce the perception of safety in the built environment.

IDS 7.3 Seating/rest points

Inclusive Design Guidelines

Seating/rest points should:

- be provided at regular intervals no more than 50m apart;
- be obvious and clearly visible along main circulation routes, for example to/from drop-off/pick-up points and local amenities;
- have well designed, accessible seats and benches that complement the surrounding environment;
- where possible, be located in areas naturally sheltered from the weather, in particular wind and rain;
- be located off main pedestrian routes as not to cause an obstruction, particularly along busy routes;
- when outdoors, be designed to prevent water from collecting on them, be vandal resistant and easy to clean;
- be positioned to reduce concerns about attracting antisocial behaviour but also located to provide safer places for teenagers to hang out.

13 ISO 21542:2021 – Building Construction – Accessibility and usability of the built environment.
14 BS8300-2:2018 Annex G.3: Wheelchair users performing a 90 turn and G.4: Wheelchair users performing an 180 turn

Seats should:

- be located on an accessible surface. Seats may be provided on areas of soft landscape so long as an accessible route to them is provided;
- have adequate clear space alongside it, or within seating rows, to allow wheelchair and scooter users to sit directly beside friends and family or in groups;
- be clearly identifiable and contrast visually against their surroundings;
- not have highly reflective finishes that may cause visual discomfort;
- incorporate seat heights between 450mm–480mm. Where there is a significant number of seating varying seat heights of 380mm–480m should be provided. The lower seat height is beneficial for children and people of short stature;
- provide seat heights of 580–700mm[15] where perching seats are used, which allow people to lean and rest;
- enable a wheelchair user to transfer laterally onto a bench with a seat height of 480mm above finished floor level, with a level transfer space of 1200mm located at one end and an arm rest set in at 500–750mm from the transfer space. A choice of left and right-handed transfer should be provided.
- provide armrests that are approximately 200mm above seat height level and that contrast visually with the remainder of the seat to ensure that they are easily identifiable;
- include a space between arm rests of at least 500mm;
- provide back rests that are at least 300mm high from seat level.

IDS 7.4 Street furniture

Inclusive Design Guidelines

Street furniture should:

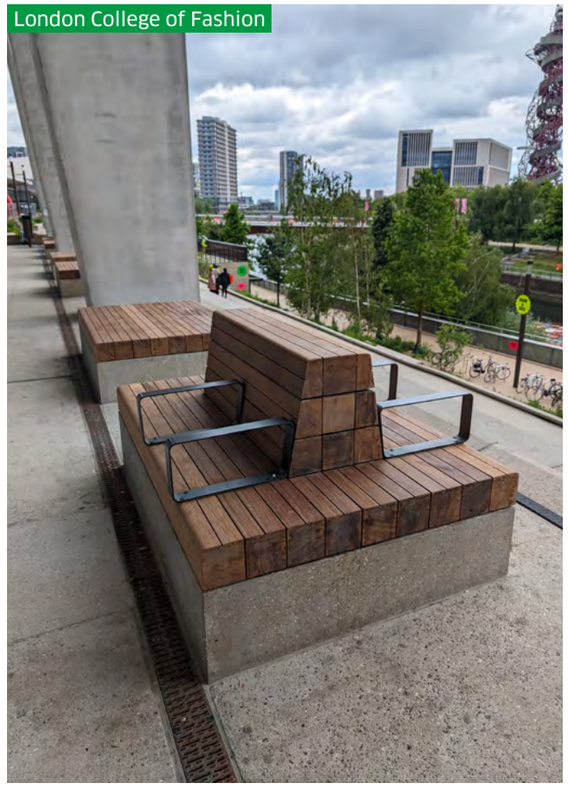
- be placed in areas that do not obstruct or create hazards for people, especially those with visual impairments. Ideally, permanent and fixed street furniture should be aligned along the outside edge of pavements.
- be located in a single line parallel to the path of travel so the layout is predictable and readable to prevent collisions;
- be positioned so it does not reduce the circulation widths (and effective widths) as per IDS 7.2 Widths;

15 DfT Inclusive Mobility, A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure, 2021

- be positioned on the outer edge of footways, to allow people to keep away from the kerb edge;
- should have smooth rounded edges to reduce the possibility of injury in case of impact including street furniture elements such as planters, litter bins and signposts;
- warnings underfoot or furniture that can be detected by the sweep of a long cane reduces the risk of people with a visual impairment from colliding with items located along circulation routes;
- protection or a different tactile surface at ground level should be considered for public art and water features to warn people who are blind or partially sighted, including long cane users;
- contrast visually with the surroundings and be apparent in all weather conditions, including when wet, and should not have a highly reflective surface;
- avoid the use of bollards unless absolutely necessary. If used, they should have a width between bollards of 1200mm which is required for hostile vehicle mitigation (HVM) measures. Bollards and other free-standing objects should be a minimum of 1000mm high and contrast visually with their surroundings or have a 150mm deep contrasting strip at the top and bottom. Bollards should not be connected with chains or ropes, as these could present trip hazards;
- consider alternatives to bollards for HVM such as seating, cycle hoops, planters and sculptures. These options contribute to a more pleasing environment and do not readily imply negativity, potentially impacting perceived safety (see IDS 3. Safe and equitable built environments);
- incorporate a 150mm wide visually contrasting band at 1500mm above ground level to the bottom edge of the band to each free-standing post or column within a circulation area;
- avoid the placement of A-frame advertisement boards as they will cause a hazard IDS 7.8 Hazards;
- be regulated if it is moveable. This includes cafe tables and chairs. This ensures they are contained within the demised zone, are easy to identify with a long cane and are not located in a different position every day or moved by customers onto main routes reducing circulation widths.

Regulation bollards used on the Park

London College of Fashion



Case study: Park seating

Seating across the Park offers cut outs for wheelchair users to sit beside non-disabled companions and bench seating with both back and arm rests.

Stratford Walk

IDS 7.5 Planting

Inclusive Design Guidelines

Trees and planting can greatly improve the experience of the external environment for all types of users. Planning, design and maintenance must be considered to ensure barriers in the environment are not inadvertently created.

Planting[16] should:

- consider the use of species which enhance the sensory experience of a place through structure, colour, texture and fragrance where users feel welcome;
- consider how people will use the space and select species to provide shelter, shade, structure, as well as climate resilience (such as improved air quality, stormwater management and urban cooling) and enhance biodiversity;
- consider promotion of health, education and participation with opportunities for food growing and community gardening explored;
- be positioned and maintained to prevent obstructing accessible routes;
- consider sufficient rooting zones for tree planting and tree pit construction to pavement damage and resulting trip hazards from developing in the future;
- not be located in clear walking routes and overhanging obstructions below head-height such as hanging baskets, floral displays, or tree branches should be positioned to prevent those with visual impairments from accidentally walking into them.
- consider the maintenance requirements of species and avoid plants which drop large seeds, pods or fruits that call fall onto surfaces creating trip and slip hazards;
- avoid invasive, poisonous or allergenic species and use plants that have low amounts of pollen or are insect-pollinated. In addition, the planting of dioecious male trees without the dioecious female species should be avoided as it results in greater pollen levels in the air. A diverse rich planting palette should be encouraged to avoid large amounts of one type of pollen and to provide greater interest and ecological value;
- consider biodiversity and habitat creation in relation to the design and location of lighting as well as the creation of an inclusive environment at all times of the day.

16 BE EN 17210:2021 Accessibility and usability of the built environment – functional requirements

IDS 7.6 Pedestrian surfaces

Inclusive Design Guidelines

The choice of material, finish and tone are important in determining the accessibility of pedestrian surfaces in terms of stability and ease of movement, legibility and navigation.

Pedestrianised walking areas should:

- have surfaces that are smooth and firm enough so that wheels and sticks do not sink into them. Generally, packed surfaces such as crushed rock, gravel, soil, grass, sand or grit are not suitable;
- be even, well drained and slip resistant in in both wet and dry weather conditions. BS 8300-1:2018 recommends that pedestrian srfaces have a PTV of 40 (when wet) for when a user is likely to be turning or pushing (for example a wheelchair user);
- be hard-wearing, durable and easily maintained;
- be installed with any necessary joints closed and flush to prevent small wheels, heels, walking sticks and canes becoming trapped;
- have a surface that is even and stable, with any variation of surface profile not exceeding ± 5mm, such as between paving, surface features or different surfaces;
- have a cross-fall no greater than 1:50;
- have consistent use of colour and surface material if used as a wayfinding tool;
- have level changes such as gradients indicated by visually contrasting surfaces and steps with corduroy hazard warning surface at the top and bottom;
- avoid the use of highly contrasting, busy patterns or blocks, including the avoidance of stripes, that may cause confusion or be disorientating or areas of light and dark which can give the perception of a change in level or a hole or obstacle;
- avoid the use of highly reflective materials as they can disorientate and also appear to be wet and perceived as slippery even when they are not, undermining user confidence;
- be easily identifiable through consistent and uniform design following established principles in line with the Department for Transport's (DfT) Guidance on the use of Tactile Paving Surfaces (2021).

Drainage covers and gratings within walking areas should:

- be flush, non-slip and located off main pedestrian areas where

possible;
- have slots in drainage gratings no greater than 13mm wide, set at right angles to the circulation routes, with the diameter of circular holes in covers/gratings no more than 18mm. Note: these diameters may not eliminate the risk for some heel types or walking canes, so slot or holes should be as small as practicable;
- not be provided within tactile surfaces at controlled crossing points;
- not to be open top and dished channels.

IDS 7.7 External tactile paving

Inclusive Design Guidelines
The main use of tactile paving will be to identify level changes (steps/ stairs), pedestrian crossings and to differentiate cycle lanes from pedestrian footpaths. Guidance is given in this standard on the correct application of corduroy and blister tactile paving.

The excessive use of tactile surfaces can be uncomfortable or painful for some wheelchair users and disabled people to traverse. Therefore, it is recommended that care is taken to specify and install it correctly in order to avoid conflicting and/or confusing information.

Tactile paving is standardised to provide a consistent approach and built environment professionals should not deviate from the Department for Transport's (DfT) Guidance on the use of Tactile Paving Surfaces (2021). Where this is not possible, it may also be advisable to consult with local user groups on the preferred application and location.

IDS 7.8 Hazards

Inclusive Design Guidelines
Design criteria for addressing hazards:
- external access route widths should maintain a clear height of at least 2.5m above ground level;
- any feature which could constitute a hazard should not project into or be located within an access route;
- elements such as water features can present a hazard and should not be positioned within a primary access route without adequate protection and warning for pedestrians;
- all hazards should be made clear through visual contrast that is apparent when both dry and wet;
- hazard protection should be provided if objects project more than 100mm into an access route and their lower front edge is more than 300mm above the ground;
- where appropriate, hazard protection should also be provided in the form of a tapping rail to enable a person who is blind or partially sighted to detect it using a long cane. The tapping rail should be set out as per BS8300;
- in addition to cane detection, guarding between 900mm and 1100mm from the surface of the accessible route should be installed each side of the obstruction or hazard. Where there is level change greater than 380mm, guarding should be 1100mm minimum, but may need to be greater where the fall is greater than 3 stories (10m) and where consideration is required to prevent people from climbing;
- low level walls, knee rails, or objects lower than 1000mm should contrast visually with the background that they are seen upon and should not present a trip hazard.

IDS 8 Changes in level

Design intent
Changes in level can cause problems for many people. Even a single step can prevent access for someone who has a mobility impairment and can present a trip hazard to many different users.

Level changes must achieve shallow and level gradients (approximately 1:60 or shallower) wherever possible. Where changes in level cannot be avoided and graded routes are required, they should be designed to be as shallow and consistent as possible. Steep ramps are trip/slip hazards and often require excessive effort for some disabled people to access independently.

Significant changes in level (more than 2m) will require alternative step-free options, such as lifts.

It is important that journeys by lift, graded route or by steps provide the same quality of experience with none of the alternative routes feeling secondary.

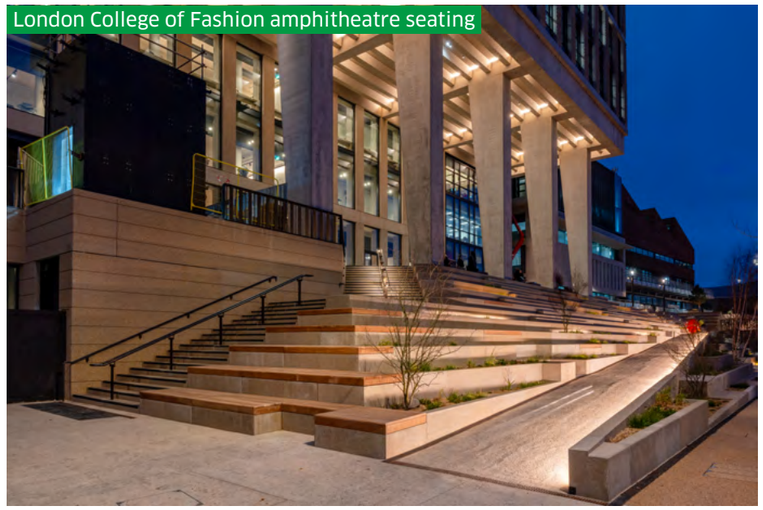
IDS 8.1 Graded routes

Inclusive Design Guidelines
Graded routes should:
- be as shallow as possible, with a maximum gradient of 1:21 permitted;
- have level landings for each 500mm level change (for gradients between 1:21–1:60). With gradients shallower than 1:30, a level resting place adjacent to the route may be provided as an exception
- where level landings are provided adjacent to a 1:30 or less steep graded route, consideration must be given to creating an accessible threshold onto the landing;
- include level landings where changes in direction occur, such as if a 90° or 180° turn is required;

- ensure level landings are a minimum of 1500mm long (3000mm preferred) and clear of any obstruction;
- have cross-falls no steeper than 1:50, except when associated with a dropped kerb or adjacent resting place;
- if mobility scooters are expected to use the graded routes, consideration will need to be given to longer and wider routes and landings to accommodate their larger turning circles (see IDS 7.2. Widths).

Case study: Shallow graded routes
Shallow graded routes with stepped alternatives in the south of the Park.


London College of Fashion


London College of Fashion amphitheatre seating

IDS 8.2 Ramps

Inclusive Design Guidelines
Ramps, which are gradients 1:20 or steeper up to a maximum of 1:12, are to be avoided where possible and not used on principal routes.

Ramps should:
- rise no more than 2m without providing an alternative means of step-free access, typically a fully enclosed passenger lift;
- be clearly indicated on approach and have a visually contrasting landing or ramp run to indicate their presence;
- have gradients no steeper than 1:15 and level landings as detailed in BS8300. Where site constraints restrict 1:15 ramps, an absolute maximum gradient of 1:12 for a maximum of 160mm of rise is permitted;
- be provided with adjacent stairs if over a 300mm rise (see IDS 8.3. External stairs);
- have a minimum surface width between walls, upstands and kerbs of no less than 1500mm, with 1800mm preferred to allow two wheelchair users to pass each other. Note: If mobility scooters are to use the ramped route, a wider ramp of 2000mm or greater may need to be considered;
- consider sports wheelchairs, where they are used. For example, for wheelchair sports or dance, these chairs have a wider wheel camber and would require a minimum surface width of 2500mm;
- accommodate larger turning circles if mobility scooters are expected to use the ramps. (see IDS 7.2. .Widths);
- have a cross-fall gradient of not more than 1:50;
- have landings at least the width of the ramp (minimum 1500mm) and at least 1500mm long, clear of any door swing or other obstruction. If an intermediate landing is a quarter turn or half turn landing, the width of the ramp should be maintained throughout the turn or turns;
- provide resting places with seating for longer ramps (over 50m);
- incorporate intermediate landings at least 1800mm by 1800mm where there is no clear line of sight from one end of the ramp to the other, or where there are three or more runs;
- have handrails designed in accordance with IDS 8.4 Handrails;
- have evenly distributed artificial lighting with an illuminance at ramp and landing level as per Table IDS 9 External Lighting;

- have suitable slip-resistant surfaces when wet and dry. BS 8300-1:2018 recommends that where a ramp is likely to become wet, the recommended wet PTVs for ramps are increased from 40 to 45 for shallow ramps of 1:20 and to 49 for a gradient of 1:12.

IDS 8.3 External stairs

Inclusive Design Guidelines
External stairs should:
- be designed to the guidance of the latest BS8300;
- not to be dissected by ramps or graded routes so as to produce feathered/tapered steps;
- always be provided in addition to a ramp (1:20 or steeper) unless the change in level is less than 300mm;
- avoid too many risers in a single flight as this may be difficult for people with mobility impairment;
- carefully consider the transition between stairs and landing as this is often the area that poses most risk for people who are blind or partially sighted;
- be designed to ensure a free flow of people in areas of high pedestrian traffic. To avoid crowd pressures, the head of each stairway should be designed so that the flow onto the stairway is uniform across its width;
- not use open risers as these can become trip hazards to many users;
- include suitable corduroy tactile paving at the top and bottom of the stairs;
- include additional intermediary handrails, where the width of stairway between handrails is greater than 2000mm (for wider stairs within the landscape this may only be required along the main desire lines and the strategy for handrails is to be agreed with BEAP or the local user group);
- have a suitable slip resistance in wet and dry conditions;
- have a visually contrasting and slip resistant nosing (minimum of 30 Points Light Reflective Value (LRV), preferably 60 LRV where practicable)) across the full width of the stair on both the tread and the riser that extends 50-65mm in width from the front edge of the tread and 30-55mm from the top of the riser;
- include continuous handrails on both sides and on intermediate landings as per IDS 8.4 Handrails;

- not be constructed from materials that are highly reflective or which use bold or intense patterns and finishes;
- be well lit with reference made to IDS 9 External Lighting, with each flight and landing illuminated to provide a clear distinction between each step and riser and avoid the generation of highly contrasting shadows.

IDS 8.4 Handrails

Inclusive Design Guidelines
Handrails should:

- be designed to the guidance of the latest BS8300;
- be continuous on each side of steps and ramps including intermediate landings where this does not obstruct the use of adjoining access routes;
- be strong enough to support individuals and be fixed to the structure in order to support the loading required;
- be provided in addition to any required balustrading/guarding higher than handrail height;
- extend 300mm horizontally beyond the last nosing of a stair at both the top and bottom. Consideration must be given to terminating handrails in a way that reduces clothing being caught and from being a hazard;
- be easy to grip, able to be held comfortably and leant upon, and be of a profile as set out in BS8300;
- not project into the minimum clear width of any stair, ramp or circulation route;
- contrast visually with the background against which they are seen;
- be impact resistant from damage by powered wheelchairs and scooters;
- be of a material that is robust and resistant to vandalism and misuse.

IDS 8.5 External stepped/amphitheatre seating

Inclusive Design Guidelines
External stepped seating and amphitheatre style seating provides the opportunity to create unique seating areas in the external built environment. This style seating should not be seen as steps, however if a significant level change occurs, stepped access may need to be considered. Designers should be aware that this style seating will not be inclusive to all users and reasonable provision should be made to ensure it is inclusive to a wide range of users.

External stepped/amphitheatre seating should:

- be positioned so that primary circulation routes are clearly identifiable in the external environment;
- provide steps where amphitheatre-style seating is in excess of three tiers, to give access to the seats and be designed in accordance with IDS 8.3 External stairs;
- provide step-free access to as many levels of this feature as possible;
- be suitably assessed and a robust edge protection provided to mitigate falls and wheelchair users rolling over the edge where a significant level change occurs with the risk of falling;
- have suitable wheelchair viewing spaces provided, offering a choice of views and locations;
- have seating dimensions that allow for a 450-480mm seat height (riser) and allow for 700–800mm for the flat surface that users will manoeuvre and sit on (going)[17];
- provide any raised stage with step-free access;
- have inclusive seating features, such as arm rests and back rests integrated into the stepped/amphitheatre seating as per IDS 7.3 Seating.

17 Sport England AISF Part B – External areas

Stratford Waterfront amphitheatre seating

IDS 8.6 External passenger lifts

Inclusive Design Guidelines

External lifts should:

- be provided with adjacent stairs or, if practical, a ramp or graded route to provide resilience if the lift breaks down. The external lift must be situated in locations with clear sightlines of the entrances/exits and natural surveillance;
- be provided with suitable shelter from the weather, including a roof extending to cover all lift entry points. The lift controls and any external waiting space should give adequate protection to prevent the lift motor from becoming damp in inclement weather;
- be provided with a robust design and servicing strategy to help minimise adverse effects from being exposed to the weather and chances of breaking down;
- include robust and shatterproof mirrors, if used;
- have stairs adjacent to them conforming to IDS 8.3 External stairs.

External passenger lift on F10

IDS 9 External lighting

Design intent
Appropriate lighting is critical to creating safer and inclusive neighbourhoods. Where it is necessary to light external environments, the difference in illuminance when transiting from inside to outside must be taken into account, as some people with sensory or neurological differences take longer to adapt to changes in light levels.

The lighting design should contribute to a vibrant and safe public space during daylight and darkness, all year around. Refer to LLDC's Creating Places that Work for Women and Girls Handbook[18] when considering safety and lighting in the external built environment for a wide range of users including women, girls, gender diverse people and disabled people.

Designers should also be conscious of the relationship between lighting and the local ecology and nature. A coordinated approach should be taken to consider the overall environment, ecologically sensitive areas and the local community need. It is recommended that a specialist lighting designer or professional with equivalent experience and expertise should be appointed when developing the lighting strategy.

18 Creating places that work for Women and Girls / Handbook for Local Authorities, Developers and Designers, 2024

Inclusive Design Guidelines
Design criteria for lighting:

- be designed to the latest BS8300 and consider best practice guidance in PAS 6463:2022;
- maintain a comfortable level of illumination, which provides a safer environment that is suitable for people who are blind or partially sighted;
- use warmer colour temperatures which are less harsh and can make areas feel safer. They are particularly helpful to people with visual hypersensitivity and better for animals and plants. Note: A high Colour Rendering Index (CRI) value (min 80 but preferably 95) gives the most realistic colour definition;
- come on and off gradually where sensor lighting is provided, allowing suitable transition time to avoid sudden changes (see PAS 6463 'Design for the mind' Section 11);
- be designed, directed, and positioned to avoid creating glare, confusing reflections, pools of bright light and strong shadows;
- provide transitional lighting between areas of lighting changes to allow people's eyes to adapt to the different levels;
- sufficiently light any information points, kiosks or counters to allow lip reading and to be able to see printed materials clearly;
- For down lighters, these should be carefully located so that they do not create shadows across people's faces, making lip reading difficult;
- For uplighters, these should not be used within walkways but possibly within planted areas providing they are angled away from pedestrians on the path or mounted very close to a building to illuminate its façade;
- For bollard lighting, these should only illuminate in a downward direction.

IDS 10 Bridges and subways for pedestrian use

Design intent
Bridges and subways should be accessible, safe and inclusive for all users.

Bridges and subways should be designed for safety and be well-lit, have clear sightlines, preferably with natural surveillance, a degree of overlooking from adjacent buildings and where possible offer alternative routes. Designers should ensure everyone can experience a safe environment and not feel isolated or trapped.

Inclusive Design Guidelines
Bridges and subways should:

- have gradients that comply with the requirements of IDS 8.1: Graded Routes, including level landings;
- use surfaces in accordance with IDS 7.6: Pedestrian Surfaces;
- incorporate suitable rest points at the beginning and end of the bridge. Rest areas and seating provided on longer bridges should be in accordance with IDS 7.3 Seating/rest points;
- where the approach is stepped, sloped or ramped, be in accordance with IDS 8 Changes in level;
- have handrails on both sides of the footbridge when the gradient exceeds 1:30;
- provide additional handrails on particularly wide (exceeding 50m) and steep (exceeding 1:20) footbridges where they do not present a hazard;
- have lighting levels in accordance with IDS 9 External lighting;
- where the level change would involve the provision of an external lift, lifts designed to IDS 8.6 External passenger lifts;
- incorporate designs that are glazed or open to the air to allow sightlines from surrounding areas that are beneficial for casual supervision whilst providing suitable protection from climbing or falling;

- incorporate solid sides at low level (min 300mm above floor level) as this is helpful to people with vestibular conditions;
- for bridges that may have cyclists, have a 1400mm minimum height barrier[19];
- for bridges that are over 10m above ground, provide higher guarding with no horizontal struts or wire meshing that can be climbed. Where bridges feature over railways reference must be made to the relevant Network Rail guidance;
- avoid designs that contain repetitive busy linear patterns to areas in the central view of people on the pedestrian surface or include mitigating measures (biophilic patterns are less likely to cause sensory overload or visual disturbance);
- include parapets or balustrades which, where possible, offer viewing heights for people both standing and seated. This is not expected when health and safety would prevent such provision and a suitable health and safety risk assessment should be carried out for all bridges and subways to help mitigate any safety risks.

Refer to the bibliography (Appendix 1) for additional links and guidance on suicide prevention in the built environment.

19 Preventing Suicides in High Rise Buildings and Structures Planning Advice Note (2022)

IDS 11 Cycling infrastructure

Design intent

Cycle infrastructure should be designed to accommodate larger types of cycles and various models of bicycles used by disabled people. The concept of 'the inclusive cycle' is embraced – meaning a more forgiving environment is required. Although many disabled cyclists use a standard two-wheeled bicycle to get around, it is important to understand that many use a variety of non-standard cycles depending on their need. These take many different forms including adapted cycles, tricycles, recumbent bicycles and bicycles with trailers.

Cycles must be treated as vehicles (particularly electric powered bicycles) and not as pedestrians due to the way they move and occupy space. On urban streets, cycle lanes should be physically separated from pedestrians routes and ideally separate from motorised traffic. In managed parks, like Queen Elizabeth Olympic Park, cyclists share the circulation routes and paths with pedestrians and maintenance vehicles as the majority of paths are wide and easier for people to share the space. Small children and dogs do not recognise painted markings to separate walking and cycling routes so are more likely to come into conflict with cyclists in a park environment. Encouraging considerate behaviour by all parks users can be influenced by design to help people feel safer sharing space.

Considerable work was done on the separation of cycle lanes along highways so there is a hierarchy of use between pedestrians, cyclist and motorist in and around Queen Elizabeth Olympic Park. BEAP were heavily involved in the design development of the Greenway, an elevated linear, walking, wheeling and cycling route, which is seen as an example of good practice.

Case study: Cycle/pedestrian route

Cycling infrastructure across the Park includes on street cycle lanes and segregated cycle lanes such as those used at Chobham Manor. Cycle stands allow access for adapted cycles.

IDS 11.1 Cycle lanes/paths

Inclusive Design Guidelines

Cycle lanes should not diminish the accessibility and inclusivity of pedestrian routes. It's crucial to consider accessibility and inclusivity to address user needs, and any opportunities to enhance access should be taken. Well-designed cycle lanes and paths should encourage active, sustainable transport options for everyone. They should be integrated into transport corridors to offer inviting travel choices that do not rely on motorised vehicles. Cycling routes need to be continuous and consistent, with safe places to cross highways and navigate the city.

Cyclists and pedestrians should not be forced together where there is space to keep them apart, creating unnecessary conflict which can only increase as the number of cyclists rises. Main circulation routes that are specifically intended for high levels of usage by both pedestrians and cyclists will be clearly demarcated in accordance with current practice. Demarcation helps give pedestrians (in particular people who are blind or partially sighted and older people) some confidence to use the circulation route as it helps remove the uncertainty of use. Additionally, infrastructure, management and awareness initiatives may also be needed to help better influence cyclist behaviour. At junctions and crossing points considerate interactions should be strongly encouraged where cyclists make way for pedestrians who are using these locations.

As different types of cycles and personal mobility devices such as electric scooter, electric bicycles and mono cycles emerge, consideration should be given to how these different forms of mobility may be used on cycle infrastructure and highways. Designs should reduce conflict and help pedestrians feel safer particularly when sharing space. Many of these forms of mobility devices can be silent hazards with little or no sensory warning given to help inform pedestrians of their presence when in use or when static and parked.

Cycles lanes/paths should:

- be accommodating to all cycles by incorporating appropriate widths as per TfL London Cycling Design Standards;
- be separated from footpaths, preferably with a change in level as per DfT Guidance on the Use of Tactile Paving[20] for segregating cycle track and footways;
- be designed to allow for wider adapted cycles and be of sufficient width to prevent encroachment into the pedestrian route;
- consider how electric cycles, scooters and other mobility devices may use cycle infrastructure and how safety in the built environment is created to ensure these silent forms of mobility do not become a hazard for a wide range of users;
- avoid the use of floating bus stops, where a bus stop intersects a cycle route, as they may not be inclusive or safe to all users. They can put many users at a disadvantage due to the risk of cyclists not stopping and hitting pedestrians and when proposed it is recommended that BEAP and local user groups are engaged with.

20 Department for Transport (DfT) Guidance on the Use of Tactile Paving Surfaces, 2021

IDS 11.2 Cycle parking

Inclusive Design Guidelines
Cycle parking locations should be carefully considered to ensure that they are convenient for the intended destination and that they do not become a hazard for pedestrians. Cycle parking locations should be easy to find and use and be close to intended destination facilities whilst ensuring they do not create any areas of conflict between pedestrians and cyclists.

Personal safety will also need to be considered within cycle parking areas, particularly ones that are publicly accessible. Cycle parking should have accessible routes to and from it, be clearly signed, offer natural surveillance from surrounding buildings, be well maintained, be well lit and integrated into the built environment to create a safe and inclusive space for all users. Cycle parking must also be designed to be easily found, with a robust signage and wayfinding strategy considered, along with it being located in intuitive locations.

Cycle parking should:

- allocate 5% of all spaces for use by non-standard cycles where new cycle parking facilities are installed for all building types, . For details of different types of cycles to consider refer to TfL London Cycling Design Standards;
- be in accordance with TfL London Cycling Design Standards;
- locate parking facilities for non-standard cycles within buildings either on ground level or with step-free access via a shallow ramp/graded route or accessible lift (see IDS 11.3. for Cycle lifts and ramps);
- consider the turning circles of non-standard cycles and how they manoeuvre through cycle parking and facilities;
- where possible, install cycle parking bays that people on non-standard cycles can ride into and out of (meaning no need for reversing, turning or lifting a cycle);
- consider inclusion of Electrically Assisted Pedal Cycles (EAPCs) or e-bikes, which are similar in size to standard cycles and non-standard cycles;
- incorporate charging facilities for e-bikes as well as an accessible height plugs and a shelf to support users as necessary. Charging must be developed with a qualified fire engineer to determine the risk of battery fires associated with these facilities if provided;

- where public bikes for hire and dockless cycles are proposed, include dedicated parking areas. Cycles left on footways and circulation routes are hazardous to many users, particularly to visually impaired people;
- be located in an intuitive and easy to find location with a robust signage and wayfinding strategy.

IDS 11.3 Cycle parking lifts and ramps

Inclusive Design Guidelines
When cycle parking is situated at a level above or below ground level, it is essential to provide step-free access to ensure inclusivity for all cyclists. Graded routes and ramps can be one way to provide step-free access, however if the level change and total run of the ramp is too great, it could become a barrier for some users who may be unable to manoeuvre their cycle up or down the route independently, due to the level change or the total travel distance.

When there is a significant level change, designers must consider the provision of a suitably sized cycle lift that can accommodate a wide range of standard and non-standard cycles.

Where stairs are provided to cycle parking and accommodated by a wheeling ramp, often in the form of a small channel in the stair for a cyclist to push their cycle up and down, these are not accessible to everyone and do not cater for non-standard cycles and a suitable step-free alternative should be provided.

Cycle parking lifts should:

- be a minimum of 2300mm long by 1200mm wide to be able to accommodate a wider range of non-standard cycles;
- have a minimum lift door opening width of 1000mm;
- ensure cyclists using a range of different cycles, as per TfL London Cycling Design Standards, can manoeuvre their cycle through circulation routes to and from the cycle lift, by undertaking robust cycle tracking.

Cycle parking ramps should:

- for internal cycle ramps, have a maximum gradient of 1:21 or shallower, as per IDS 8.1 Graded routes, when provided within a building and their length should be kept to a maximum of two runs, to help minimise travel distance and level change;
- for external cycle ramps, be as per Table 5-8 of LTN 1/20 which acknowledges that people can cycle steep gradients that are fairly short but are not capable of maintaining high levels of effort for longer distances;
- provide level landings that are a minimum of 2000mm long to accommodate non-standard cycles;
- should only be used where the level change is minimal and would be subject to agreement with BEAP, the local user group or the local authority;
- should not include stepped ramps as they are inaccessible for many cyclists and disabled people;
- be provided, where possible. If a wheeling ramp (channel) is provided on stairs a suitable step-free alternative should be provided as wheeling ramps are not accessible to everyone.

IDS 12 Shared space

Design intent

Shared space aims to make pedestrians the priority within the built environment by reducing the dominance of vehicles and enabling users to share the space rather than follow the rules of conventional road priority management systems and devices such as raised pavements. However, pedestrian-prioritised streets are not feasible where traffic volumes and speeds are high and should not be considered suitable for primary or secondary vehicular routes.

Using shared space on much quieter tertiary streets in residential neighbourhoods (such as mews streets where there will be minimal vehicular traffic) can help to create more child, pedestrian and community friendly streets. The intention is to design tertiary streets in residential developments as places instead of simply corridors for movement.

There is no such thing as a definitive shared space design as each site will be different with unique characteristics. Many people, including people who are blind or partially sighted, rely on kerbs to ensure they are separated from traffic and to act as an orientation guide. Shared space doesn't automatically mean using a 'level' surface.

It will be important that BEAP and/or local users groups and stakeholders, who could be impacted by the use of any proposed shared space scheme/design, should be consulted.

Inclusive Design Guidelines

Shared space should be:

- be easy to navigate and the street conditions with regard to accessibility, security and safety should be enhanced to ensure this;
- be designed with a 'gateway' into the area that differentiates the space from the main roadway. This may incorporate a speed restriction sign, narrowing of the carriageway/overall street width, vertical change in street surface level and contrasting surface finishes from surrounding streets to help differentiate it and imply pedestrian priority;
- be designed with measures such as introducing visual narrowing of the street or space, and the location of trees, cycle parking, street furniture and public art to influence driver behaviours and encourage pedestrians to use the full space[21];
- be enforced with vehicle speeds of between 10–15mph, with 10mph preferred;
- be kept uncluttered through minimal use of traffic signs and other unnecessary street furniture;
- have all crossings indicated using tactile warning blister paving in accordance with DfT guidance[22];
- if designed where there are no kerbs, ensure there are other ways to make pedestrians feel safe and to help guide them, such as pedestrian comfort zones and tactile paving;
- have crossings which are highlighted by a combination of tonal/visual contrast, bollards to indicate pedestrian entry to the crossing, dropped kerbs or a raised table (if not a level surface), narrow pinch points or using differently textured surfacing on vehicular approaches;
- preferably be level, however where a kerb is used, a kerb height of 60mm[23] is the minimum that a person with a visual impairment can detect with confidence when stepping up and stepping down;
- consider wayfinding and signage to inform all users, including drivers, pedestrians, and cyclists, about the nature, intended usage or behaviour and pedestrian priority in the space.

21 BS EN 17210:2021, Accessibility and usability of the built environment – Functional requirements
22 Guidance on the use of Tactile Paving Surfaces, Department for Transport, 2021
23 Effective Kerb Heights for Blind and Partially Sighted People Research Commissioned by The Guide Dogs for the Blind Association (Guide Dogs), 2009

Pedestrian Comfort Zones

Where shared level surfaces are proposed, such as residential mews streets, safe pedestrian comfort zones must be provided and clearly defined on each side of the street.

Safe pedestrian comfort zones should:

- be planned to ensure that through traffic will take alternative, primary or secondary routes rather than use shared space streets, detering use as a short cut;
- be in line with IDS 7.2 Widths;
- be kept free from clutter such as planters and wheelie bins as along the building line the zone provides an important navigation aid for people with a visual impairment;
- be clearly delineated to enable all users, including those with a visual impairment, to distinguish between the shared space and pedestrian comfort zones. Different surface finishes, tone and texture can be used to clearly define safe pedestrian comfort zones and differentiate areas. Avoid high patternation or surfaces that are uncomfortable underfoot;
- be further defined by the use and placement of street furniture including seating cycle parking stands, litter bins and planters as well as trees where appropriate;
- be free from parking which should not be provided within pedestrian comfort zones, nor should it be possible to park informally in these areas;
- The location of parking spaces can be used to help in demarcating pedestrian comfort zones in certain situations as long at the vehicle does not encroach into the pedestrian comfort zone in any way. Parking restrictions need to be clear to motorists without necessarily using painted yellow lines.

Shared space at Chobham Manor

IDS 13 Parking and drop-off

Design intent
Blue badge holders require parking that is conveniently close to the building, typically within 50m where practicable and with a safe pedestrian route between the parking and the destination.

Appropriate provision should also be made for bus/coach parking/drop-off and pick-up areas, taxi drop-off/collection, community transport and any interlinking transport systems.

Additionally, careful consideration will also need to be given to accessible electric vehicle parking bays and charge points to ensure they are inclusive to a wide range of users.

IDS 13.1 Parking for general public

Inclusive Design Guidelines
Designated accessible parking bays should:

- consist of a standard parking bay of 2400mm by 4800mm with a 1200mm[24] minimum (1600mm preferable[25]) access zone between bays and at either end of a row of bays;
- have a 1200mm access zone at the foot of the bay for boot access;
- have the international symbol of disability on the surface of the bay and additional signage on a post (or wall if applicable) sited at one end to indicate the bays are reserved for use by Blue Badge holders only;
- have at least one accessible enlarged space of 4800mm by 8000mm, if there is space to allow, for rear or side hoisting;
- be within 50m of building entrances. If this is not possible then accessible seating should be provided to create resting areas every 50m;
- show the maximum acceptable height of vehicles on the approach to the car park. A vertical height clearance of 2600mm minimum allows for high-top vehicles such as those with a hoist;

24 Approved Document M Volume 2 Diagram 2 and BS8300-1:2018 Figure 5
25 Sport England AISF Part B Figure B1

- provide directional signage to all accessible parking bays from a car park entrance;
- consider advance information such as parking apps to allow people to search for vacant blue badge bays before entering a car park;
- in cases where there is a pavement between the parking bays and the access route, provide a dropped kerb alongside the bays which should preferably be set off from the line of pedestrian travel;
- give consideration to making provision for wheelchair accessible vehicles. Commonly drivers access and egress these vehicles via a side or tail lift ramp and require up to an additional 2m clearance to be able to drive on/off their vehicle ramps;
- where they are parallel parking bays for on street parking, they are 3600mm wide by 6600mm long;
- where parking is permitted adjacent to cycle lanes, have a suitable buffer zone between the accessible parking bay and cycle lane to ensure pedestrian safety. Refer to TfL Cycle Design Standards for more detail.

Electric vehicle accessible parking should:

- be in accordance with PAS 1899:2022 Electric Vehicle Accessible Charging – Specification with detail of all requirements relating to accessible electric vehicle and charging points, including minimum accessible electric vehicle parking bay sizes and setting out height of chargers;
- include accessible electric vehicle charging points, with height ranges for components set out as per Table 2 of PAS 1899:2022;
- consider the height of the kerb where level access is not achieved for the charging points, such as when it is accessed at carriageway level;
- be in line with IDS 7 External routes for any approach route to an accessible electric vehicle parking bay or charge points; have a level surface (1:60 or less steep) and have a crossfall no steeper than 1:50.

Multi-storey car parks should:

- clearly sign-post accessible parking spaces and locate them at the same level as the principal entrance to the building or the main access route to and from the car park;
- locate accessible parking spaces no greater than 50m from the exit (or lift if not on the exit floor);
- provide a suitable passenger lift between levels;
- provide signage indicating the accessible route to the ticket machine(s), the lift(s), each storey and final exits;

- provide accessible ticket machines which are specified to comply with the recommendations in BS 8300[26];
- provide a minimum vertical clearance, from carriageway to a proportion of designated parking bays and through to exit, to be 2600mm;
- show the maximum vertical clearance for vehicles on the approach to the car park and display it in advance, before any likely queue can form into the car park.

26 BS 8300-1:2018 Design of accessible and inclusive built environment Part 1: External Environment

Blue Badge car parking at the London Aquatics Centre

IDS 13.2 Drop-off

Inclusive Design Guidelines

Drop-off/pick-up points should:

- be clearly indicated and have level access to the main building entrance or destination and be provided on firm and level ground;
- be sized appropriately for the venues anticipated arrival density, but a minimum of 9000mm long by 3600mm wide;
- be within 50m of building entrances. If it is not possible to locate accessible spaces within 50m of a principal entrance, then accessible seating options should be provided every 50m;
- be sheltered where possible, and if covered, have a height clearance of at least 2.6m;
- have a kerb and suitable dropped kerbs. Hackney-style cabs and some bus/coaches will require a kerb in order to deploy their ramp at a safe gradient for wheelchair users.

IDS 13.3 Storage for mobility scooters and buggies

Inclusive Design Guidelines

Where there may be a need for mobility scooter parking, electric wheelchair parking or other mobility devices and buggies, consideration should be given to providing parking and storage options. This could be within cycle parking stores, within a building or within dedicated separate mobility scooter parking areas.

Some mobility scooters, due to their size or type, are not suitable for some buildings as they require large turning circles and manoeuvring space. Consideration should also be given to consulting with BEAP and/or local users groups and stakeholders on mobility scooter parking and use.

Where provided, mobility scooter parking should:

- be undercover and sheltered from bad weather and be safe and secure, both in or outside of a building;
- allow for suitable space to turn and manoeuvre a mobility scooter into the store and parking space. Refer to BS8300 for space allowances;

- be provided with charging pints (plug sockets) located at an accessible height of 800–1100mm and a shelf provided for charging packs and cables;
- have minimum dimensions of 700mm wide by 1500mm long with a transfer zone of at least 500mm to one side;
- consider how the parking area is accessed, with suitable circulation routes and the possible use of automatic doors for the entrance door and on the approach route;
- be carefully designed with the fire engineer to ensure the risk of battery fires are carefully considered;
- be a minimum of 600mm by 1500mm per device where parking is provided for buggies and prams[27].

27 ISO 21542:2021 Building Construction – Accessibility and usability of the built environment

BEAP testing sample wheelchairs and mobility scooters on the Park

IDS 14 Access to public toilets

Design intent

When away from home, toilets are a critical component of an inclusive environment. Many people, including disabled and older people, may receive little warning of when they need to use the toilet and so having access to good, accessible toilets is often fundamental in deciding whether to go out or not. Areas where people meet, spend time or wait should have public toilet facilities.

When considering access to public toilets the safety of all users, including women, girls and gender diverse people should be carefully considered. Public toilets can create nodes of safety and pairing them with other facilities such as cafes or kiosks can help provide natural surveillance.

A good example of access to public toilets is the Community Toilet Scheme (CTS) ran by different boroughs in London, with participating shops and restaurants providing the public with free access to their toilets during their trading hours.

Inclusive Design Guidelines

Public toilets should:

- where part of a scheme incorporating a community facility, have accessible toilets available for local residents and the general public to use when the facility is open;
- have signage to indicate the location of accessible toilets available for public use (see IDS 5. External wayfinding and orientation and IDS 6 External signage);
- include accessible toilets, family facilities, ambulant facilities, enlarged cubicles, all gender WCs and changing places facilities – see IDS 4 section on Toilets Facilities;
- not provide shared wash hand basins outside of mixed gender toilet cubicles or self-contained WCs;
- open into well-lit corridors and circulation spaces;
- locate self-contained WC cubicles, where provided, close to naturally surveyed areas and with good sight lines;
- provide baby change facilities that support all parents and where baby change is provided at least one should be wheelchair accessible;
- provide suitable sanitary waste facilities in all toilets, including for use by male, female and gender diverse people.

IDS 15 Assistance dog facilities

Design intent
Many disabled people rely on assistance dogs to help them with a variety of everyday activities. Examples include guide dogs for people with sight loss, hearing dogs for people with hearing loss and dogs that provide physical assistance in fetching or carrying or alerting their owners or others to the onset of a medical alert, for example associated with epileptic or diabetic conditions.

Developments, neighbourhoods or buildings that are expected to have considerable wait and visit times will benefit from the provision of a designated area for a dog toilet/relief area as well as access to clean drinking water.

Inclusive Design Guidelines
Assistance dog facilities, which are typically located externally, should:

- be step free, with accessible access provided to them in line with IDS 7 External routes;
- be a secure area of minimum 3000mm by 4000mm, with a boundary fence or wall at a minimum height of 1200mm;
- be 50% grass surface and 50% hard-standing, in a hard, easy to clean surface. The hard surface should not be metal, as this can get hot in strong sunlight[28];
- have a gentle gradient (1:28 or shallower) sloping away from the point of entry to assist drainage (a ditch/drainage running the edge of the area should be provided if a gradient is not possible to achieve);
- provide an entrance gate or opening, that is childproof, easy to operate and has a minimum clear manoeuvring space of 1500mm by 1500mm to allow wheelchair users to turn around;
- have an entrance gate or opening with a handle that is easy to grip and operable with a closed fist. The handle should contrast visually against the gate;
- provide a mains water supply and hose for ease of cleaning the area and to allow assistance dog users to provide a drink for their dog. A tap height of 800–1100mm is recommended;
- be illuminated to 100 lux;
- when inside a building, be provided with an extractor system to keep the area well ventilated;
- include seating that is accessible as per IDS 7.3 Seating;
- include a waste bin with cover and a supply of compostable dog waste bags;
- clearly display a sign saying ‘For Guide and Assistance Dogs Only’ in English and Braille.

28 Sport England Accessible Sports Facilities, Part B External Areas

A dedicated assistance dog facility where assistance dogs can toilet and have access to clean water provided at the London Stadium.

IDS 16 Inclusive play

Design intent

Inclusive play ensures that all children, young people and older people of any ability have equal access to, and equal participation in, local play and leisure opportunities. Inclusive play should be designed to have access to safe, good quality, mentally stimulating facilities and allow different users to be active, spend time outdoors and in contact with nature.

Inclusive play should not just be constrained to dedicated play areas but should look towards the playability of public and civic spaces, greenspaces, our streets and the spaces in between these spaces. Play can be unpredictable, spontaneous, challenge users' imagination and be unanticipated in the activities that could occur in the spaces.

When planning for play, designers should consider the wider context of the area and what current play facilities are provided. Planners and designers of play should carefully consider the specific requirements of potential users of the spaces. Ideally, this is identified during the user consultation process and/or utilising a co-design process to engage and empower local users. Where appropriate a play specialist or professional with equivalent experience should be engaged with during the design process.

Inclusive Design Guidelines

Play areas should:

- be easily accessible from homes, schools or areas of interest with good routes, parking and public facilities such as cafes in line with IDS 7 External routes;
- feel safe and consider different ways to create a sense of safety, from natural surveillance by overlooked developments or buildings to visible maintenance and proximity to other facilities;
- integrate all ages and abilities with wheelchair users, children and adults being able to play together;
- have main circulation routes through the play-space to be wide enough to allow two wheelchair users to pass one another and one wheelchair user to turn 180° (1800mm);
- include sensory planting and natural play elements which are good for non-verbal play interactions for all ages;
- be designed to be exciting and engaging so that children can be occupied for longer periods of time and less likely to leave the playground of their own accord, particularly unaccompanied children under 10;
- be designed to take advantage of direct sunlight and when designed to be used after dark, to be comfortably lit. Consideration should also be given to providing areas of shade;
- create a range of play opportunities to allow for playability in public spaces, greenspaces and streets. This could be play-on-the-way to non-traditional features such as street furniture, public art or features of the landscape;
- provide a range of play challenges to meet various different ages and abilities including children, teenagers, young adults and older adults and incorporate play spaces/equipment that will engage the senses including the use of colour, texture, sound, movement, vibration, water, lighting, tactile experiences and smell;
- have equipment and play opportunities that will be exciting and fun for all children and older people, with various levels of challenge offered. Consider different stages of human development and with differing levels of ability, including children who are wheelchair users;
- incorporate features with the ability to interact in some way with the features that may not be accessible to wheelchair users, such as climbing;
- provide quieter spaces to enable different users to escape from noise and over stimulation. Ensure the spaces can be easily accessed and are not isolating;

- have areas that offer protection from the weather, in particular the wind and rain. These could be incorporated with seating areas;
- be within, where possible, close vicinity of public toilets, including accessible public toilets and changing places facilities;
- have observation points, where parents or carers can observe their children without being involved in play activities;
- provide space for parking prams, pushchairs and mobility equipment;
- have good hard-standing surfaces with good drainage so as not to flood during wet weather;
- have some seating through the play-space for adults at regular intervals, including some with both back and arm rests. Seating should be located off main circulation routes;
- have drinking fountains that are accessible for all including wheelchair users.

Inclusive play

Inclusive play at Tumbling Bay playground

IDS 17 Neuroinclusive and sensory friendly external environments

Design intent
The design of the external built environment can have positive or negative effects on all types of users, including people with information and sensory processing differences, sight, or hearing loss.

Creating an inclusive and accessible external environment can improve the experience of users with sensory processing differences. Good design can also positively impact all users of the built environment, contributing to their mental health and wellbeing.

When developing sensory friendly external environments, reference should also be made to IDS 2 Sensory and neuro-inclusive environments.

Inclusive Design Guidelines
Sensory friendly external environments should:

- provide places to pause and take a break in suitable areas with seating as per IDS 7.3 Seating;
- provide places to pause and take a break along secondary circulation routes, off the main circulation path, to allow for users to escape any sensory stimulation from noise and crowding;
- allow for areas for activity and areas for retreat and calmness, as well as clear connections with buildings;
- consider the principles of biophilic design to help people engage, connect and access nature with high quality green spaces, planting and habitats;
- provide a mix of sensory experiences, with opportunities for visual and speech privacy as well as access to visual stimuli and touch in the natural environment;
- use soft and/or smooth surfaces such as soft grass or smooth surfaces with limited tactile feedback underfoot;
- include sensory planting that can be tactile, perfumed, rustle in the breeze or look delightful. Edible planting schemes could also add to the sensory experience;
- avoid geometric and repetitive patterns with high contrast and extreme textural and tonal contrasts which could be perceived as holes or steps;
- feature a lighting design at building approaches that has illumination to emphasize entrances and support safe wayfinding to all users.

IDS 18 Public art

Design intent

Public art, including sculptures, wall murals, and other expressive forms, can significantly enhance the built environment. It can transform disused spaces into culturally significant areas, provide a sense of place, improve access and connection to nature, and contribute positively to health and wellbeing.

Public art is not just confined to physical objects or expressive images on surfaces, it may also include places for participatory arts, including shows or installations. Inclusivity can be at the heart of an artist's or designer's process, considering how different types of people will engage and interact with their work, whether this be physically, digitally, emotionally or intellectually.

It may not be possible to make every piece of public art inclusive to all and where this is the case different ways and alternative formats of engaging with the art should be considered with accessible interpretation in different forms.

Public art has the ability to delight and foster a sense of pride in an area. Communities can be involved throughout the process of creation from drawings and maquettes to pieces that can be incorporated into the final artwork. The process can be an excellent way to work with local people and give them ownership of a project.

Practitioners should consider how different users may interact with or interpret the artwork. For example, if the art uses sound, how may users with hearing loss participate and if the art involves a reliance on sight, how might users with visual loss be able to engage with it, touch it or be provided with alternative formats.

Inclusive Design Guidelines

Public art is to:

- be inclusive to as many people as possible, including children, disabled people and people who are neurodivergent. Consider how different users may interact with or interpret the art work;
- ensure level and step-free access is provided to the art work or installation. Where this is unfeasible alternative means of interacting with it is provided;
- ensure interactive elements are provided at accessible reach ranges for a range of different users;
- consideration should be given to how the art is interacted with and how users with sensory differences or loss may engage with the art. For example, if the art uses sound how may users with hearing loss participate and if the art involves a reliance on sight, how might users with visual loss be able to engage with it, touch it or be provided with alternative formats;
- be positioned clear of circulation routes. Careful consideration will need to be given to how the art is displayed and ensuring any protruding elements do not become a hazard. Suitable hazard protection as per BS8300-1 may need to be considered;
- where possible, advanced information or preview can be given to users to provided them with the information to decide if they want to participate or interact with the artwork.

Part 3

Residential Developments

It is imperative, when providing living accommodation, that the needs of the local population are considered by tracking local demographic trends and using any knowledge that may have been collected or available through research. This would support gender informed development planning.

The key to any successful new residential development will be its versatility and flexibility to meet the needs of the local neighbourhoods, now and in the future as population demographics change. Developments should be designed to be adaptable as user requirements and expectations evolve.

Required Housing Provision

Housing Type	Guidance Required	Provision Required
General Needs Housing M4(2) Category 2	The London Plan and associated SPGs and LPGs	90% of all housing and tenures
Accessible and adaptable dwellings	Local Planning Policy (as appropriate) Approved Document M of the Building Regulations Volume 1 Dwellings	
General Needs Housing M4(3) Category 3 – Wheelchair user dwellings	The London Plan and associated SPGs and LPGs Local Planning Policy (as appropriate) Approved Document M of the Building Regulations Volume 1 Dwellings	10% across all typologies and tenures
Specialist Housing for Older people	The London Plan Local Planning Policy (as appropriate)	To be agreed on a site-by-site basis with the LLDC

IDS 19 Inclusive housing

Design intent
All new residential developments must conform to their relevant Local Authority planning polices and meet the requirements for providing accessible and adaptable dwellings and wheelchair user dwellings as set out within Approved Document M – Volume 1: Dwellings. For all developments across the Greater London area, the optional requirements are mandatory under the London Plan.

Existing buildings can be reused, refurbished or retrofitted for residential use in ways that are sustainable, improve accessibility and adaptability for people's needs.

New residential developments must support inclusive neighbourhoods and be child and family friendly. Children and young people need free, inclusive and accessible spaces offering high-quality play and informal recreation opportunities and should be designed to meet LLDC's inclusive design standard on inclusive neighbourhoods.

There will be a wide range of individual and family requirements from older people with arthritis or dementia to disabled people with multiple impairments. As the first occupants are often unknown, new homes should be designed to be easily adaptable. Wheelchair user dwellings should be distributed throughout a development to provide a range of aspects, floor level locations, views and unit sizes.

Where affordable/social housing is provided, and where future occupants will be nominated to live in the home, built environment professionals are recommended to engage with occupational therapists as early as possible. Some residents may wish to downsize, move closer to family or friends or be closer to services and facilities, but they may not be ready for supported living. LLDC recognise the important role that new, non-specialist residential developments play in providing suitable and attractive accommodation options for older people.

IDS 19.1 Residential planning

Inclusive Design Guidelines
Residential planning should:

- ensure logical and intuitive layouts and wayfinding for residential buildings and developments. The approach should be designed to meet the IDS Inclusive neighbourhoods and External environment sections;
- demonstrate how the development will ensure a suitable spread of different types of homes, sizes, mixes and tenure across the site. Wheelchair user homes should not be concentrated all in one area or within one unit type and intergenerational living is encouraged for wheelchair homes as well (see IDS 19.10. Supporting older people and multi-generational housing).

IDS 19.2 Drop-off and visitor parking

Inclusive Design Guidelines
Drop-off and visitor parking criteria should:

- consider provision for visitor parking spaces that have level access to/from the wheelchair user dwellings and be as close as possible to the principal private or communal entrance to the residential development;
- have visitor parking areas that are as flexible as possible to accommodate an increase in accessible provision as required;
- incorporate the provision of drop-off spaces for visitors as close as possible to an individual house or communal entrance to a block of flats.

IDS 19.3 Residents' parking

Inclusive Design Guidelines

Residential car parking should:

- not disadvantage disabled residents and visitors in a car free development so the proximity and availability of accessible transport, drop-off points and accessible amenities[29] is essential;
- have at least one designated disabled persons parking bay for 3% of all dwellings available from the outset and demonstrate that an additional 7% of dwellings could be provided with a designated disabled persons parking space in the future upon request. These spaces must be maintained for the lifetime of the development;
- have level access for parking spaces to/from the wheelchair user dwellings and be as close as possible to the dwelling entrance, not exceeding 50m;
- include resting points if it is not possible to locate accessible spaces within 50m of a principal entrance. Resting points would provide accessible seating with both arm rests and backrests and located every 50 metres;
- provide a covered parking space (for example a car port or garage), where possible, for every ground floor level wheelchair user dwelling with a direct external entrance. If parking cover is provided it must have a minimum headroom of 2600mm and meet the highest standards of design;
- provide automatic operating garage doors such as a key fob or proximity sensor where garages are provided;
- provide a standard car parking space (2400mm wide by 4800mm long) with a clear 1200mm access zone to both sides and foot of the bay for communal accessible parking spaces for M4(3) wheelchair dwellings within a communal car park ;
- provide a standard car parking space (2400mm wide by 4800mm long) with a clear 1200mm access zone to one side and foot of the bay for private accessible parking space for M4(3) wheelchair dwellings within the private curtilage of the home;
- provide at least one communal parking bay with a 1200mm access zone to one side of the bay where parking is provided for units designed to meet M4(2),. Private parking, in the curtilage of the home, for M4(2) must all provide this requirement;

29 Inclusive Housing Design Guide, Habinteg Housing Association 2024.

- have an access route to/from the parking space that is a minimum of 1500mm wide (1800mm preferred);
- provide 3600mm wide by 6600mm long on-street accessible parking spaces . The width is important for safety on one-way streets where a user may have no choice but to get out on the road side;
- provide ramped or level access from the parking bay to the pavement for on-street parking with, a dropped kerb where necessary;
- design accessible electric vehicle parking to meet IDS 13.

IDS 19.4 Cycle, micro-mobility and mobility scooter parking

Inclusive Design Guidelines

Residential cycle, micro-mobility and mobility scooter parking should:

- provide step-free access to/from the cycle, micromobility and mobility scooter parking. Where it is accessed via a passenger lift, a suitably sized lift, which considers appropriate tracking of different mobility devices, to ensure it is usable;
- accommodate at least 5% of cycle parking that is for non-standard cycles and be designed to meet TfL's Cycle Design Standards (LCDS) (see IDS 11. Cycling infrastructure);
- provide secure cycle parking, micromobility and mobility scooter parking. Where it is located outside the home, this type of parking must also be secure, sheltered and adequately lit with convenient access to/from the street;
- provide secure and convenient storage for micro-mobility devices and mobility scooters for all apartment buildings which are designed to meet IDS 13.3 Storage for mobility scooters and buggies. This includes residential developments that do not have any wheelchair user dwelling to ensure that visitors can be catered for.[30];
- be accessible to all and be safe and secure;
- be easily accessible and ensure consideration is given to how the parking area is accessed. Suitable circulation routes and door widths, which may need to be automated or power assisted, are provided to accommodate different size mobility devices and to allow all users to manoeuvre cycles and mobility devices through and into the parking area with their mobility device;

30 London Plan Guidance, Housing Design standards (2023)

- provide charging facilities for micro-mobility devices and mobility scooters within all apartment buildings. A charging point (plug sockets) and a suitably sized shelf should be provided. With the popularity of electric cycles, consideration may need to be given to charging points for cycles too. The risk of electrical fires will need to be carefully considered for these types of batteries and personal mobility devices and coordinated with an appropriate fire engineer or professional with equivalent expertise to determine an appropriate design and location;
- follow space guidance for mobility scooters, buggies, prams or push chair spaces if provided (see IDS 13.3. Storage for mobility scooters and buggies).

IDS 19.5 Approaching the home

Inclusive Design Guidelines

It is important that approach routes to/from the dwelling from all areas, including parking and drop off areas and public transport links, are accessible and are the shortest distance possible. This will accommodate all users and will be particularly beneficial for people with mobility impairments, as well as people with young children and people carrying large bags/shopping. Additional reference could be made to PAS 6463 Section 5 when considering the legibility and coherence of site layouts and orientation of buildings, choice of materials for paths and potential glare from lights and surfaces.

Approach routes should:

- provide level acess to all entrances of the dwelling (including from any areas of parking) or, if required, be a graded route (see IDS 8. Changes in level);
- not have ramps (gradients 1:20 or steeper) on principal entrance routes, with graded routes of 1:21 or less steep preferred;
- have a cross-fall necessary for drainage less than 1:50;
- have access to communal entrances that are no more than 50m. If the routes are in excess of 50m, then justification including reasoning and rationale should be clearly explained in the design and access statement and regular rest areas incorporating seating be provided at 50m intervals;

- have primary paths and footways with smooth, firm and slip resistant surfaces. Loose surfaces such as unbound crushed gravel, sand or grit are unacceptable;
- be overlooked and comfortably lit to create a feeling of safety. Downward illumination of entrances and illuminating any level changes is particularly important. Consideration should also be given to a balance between creating safe conditions for residents and the welfare of biodiversity (see IDS 3. Safe and equitable built environments);
- ensure any exterior lighting is at a low level and with a warm colour temperature (max 2200 Kelvins). Additional best practice on lighting can be found within PAS 6463 Section 11 for Light, lighting and reflection, and it is recommended that a suitable lighting designer or professional with relevant experience is engaged with;
- provide a level landing with a minimum of 1500mm by 1500mm (preferred 1800mm by 1800mm) clear of communal entrance door swings[31];
- have external post boxes, if provided, which are in prominent positions with good sight lines and adequate lighting to deter crime.

IDS 19.6 Residential amenities

Inclusive Design Guidelines

Good quality amenity spaces, where proposed, should be provided for residents and their guests. This includes social spaces for residents, for example gyms, communal lounges and good quality play and activity space for all ages. This should include safe access to physically accessible and inclusive facilities that are stimulating and fun.

Communal amenity spaces should:

- be designed to be easily accessed from all related residential homes and be accessible to wheelchair users and other disabled children and adults;
- be designed to consider residents' safety, for example being overlooked by surrounding development (see IDS 3. Safe and equitable built environments);

31 The Inclusive Housing Design Guide, Habinteg Housing Association 2024

- be designed in consideration of how the environment can better accommodate users with sensory processing differences (see IDS 2. Sensory and neuro-inclusive environments and Appendix 1 for more detail);
- be within close vicinity of communal cores with clear sight lines from internal communal circulation;
- have areas that offer protection from the weather, in particular the wind and rain, but also strong sunshine and heat;
- be designed to support an appropriate balance of informal social activity and play opportunities for various age groups;
- offer flexibility to meet the changing and diverse needs of different occupiers over time;
- utilise ways to help lower or reduce social isolation, including incidental meeting places to share residential space, such as communal gardens, play or multipurpose spaces;
- consider imaginative integration of amenity and play space by incorporating planting, landscape, street furniture and play features (particularly on spaces that are above ground);
- design play to be inclusive and reference should be made to IDS 16. Inclusive play;
- provide and allocate residential post/letter boxes so that wheelchair user dwellings have one that is at a reachable height for a wheelchair user between 700-1000mm above finished floor level and at least 300mm (700mm preferred) from an internal corner[32];
- ensure residential bins are accessible to all and consideration should be given to the types of bins utilised and how they are accessed. Often large, shared bins can feature lids that are too heavy for some people and often at a height that may not be reachable by a wheelchair user or person of short stature.

32 Wheelchair housing design guide, Third Edition, 2018 and Inclusive Housing Design Guide 2024

IDS 19.7 Communal lifts

Inclusive Design Guidelines
All residential developments must provide step-free access.

Communal lifts should:
- be designed in accordance with all IDS sections in relation to lifts;
- consider more than one lift in developments with four or more storeys, and in cores serving wheelchair user dwellings. This will ensure lift access is always available should one of the lifts breakdown or require servicing or maintenance;
- be sized appropriately and be accessible for all potential users including people using mobility equipment;
- provide a minimum landing of 1500mm by 1500mm outside the lift (1800mm by 18000mm landing preferred);
- size lifts proposed to be used by mobility scooters adequately, for example to access secure parking, appropriately and ensure suitable tracking is undertaken so users can get into the lift and use the circulation routes, as mobility scooters will have larger turning circles;
- be designed to meet the IDS for emergency egress which identifies that buildings should be designed and built to accommodate robust emergency evacuation procedures for all building users, including people who require level access. Building managers may have to consider residential personal emergency evacuation plans (PEEPs) to detail how vulnerable residents evacuate in an emergency;
- provide a minimum of at least one suitably sized lift per core (or more subject to capacity assessments) in all buildings where lifts are installed that can evacuate people who require step-free egress in the event of fire.

IDS 19.8 Communal circulation and approach routes

Inclusive Design Guidelines
In addition to the minimum requirements set out in M4(2) and M4(3) of AD M – Volume 1 of the Building Regulations, it is recommended that residential communal approach routes should aim to go beyond the minimum standards set out in Building Regulations, where feasible to do so.

Communal circulation routes should:
- be consistent and logical to and from private entrance doors, communal entrances and amenities;
- be well lit and utilise natural light. Communal areas should feel safe and provide natural surveillance, avoiding dark recesses and corners[33];
- utilise colour schemes and finishes where possible that provide visual contrast between key aspects, such as walls, floors, skirtings, ironmongery, controls and signage. Designers should be careful to avoid high contrast and highly patterned finishes which can create depth perception issues or create sensory processing difficulties. Refer to PAS 6463 for more detail on finishes.

IDS 19.9 Within the home

Inclusive Design Guidelines
In addition to the minimum requirements set out in M4(2) and M4(3)[34] there are a number of additional factors that should be considered to ensure delivery of inclusive homes.

Inclusive homes should:
- ensure wheelchair user dwellings are distributed throughout a development to provide a range of aspects, floor level locations, views and unit sizes;
- ensure the provision of wheelchair user dwellings are evenly distributed and not confined to a single phase where a large development is delivered in phases;

33 The Inclusive Housing Design Guide, 2024
34 Building Regulation Approved Document M – Access to and use of Buildings Vol 1: Dwellings, 2016

- ensure all dwelling plans are to demonstrate how they accommodate furniture, access and activity space requirements relating to the declared level of occupancy and provide flexibility, for example by allowing alternative seating arrangements in living rooms, and by accommodating double and twin beds in at least one double bedroom;
- consider a visual contrast between adjacent surfaces, furniture and fittings so that people with a range of visual impairments are able to navigate the dwelling without having to make fundamental changes from the outset;
- provide additional sockets and USB points in convenient, easy to reach locations throughout the dwelling to ensure much greater flexibility for disabled occupants to use assistive technology. Consideration should be given to freestanding adjustable lighting to suit individual requirements or charging mobility and other aids;
- ensure any fittings (such as switches, controls, door handles and sliding balcony doors) or fixed furniture (for example kitchen units or storage units) demonstrate how they are accessible and can be used easily by a range of end users;
- locate the wheelchair storage and transfer space, which can be used for charging, in a suitable and accessible position. When considering its location, the risk of electrical fires will need to be carefully considered and coordinated with an appropriate fire engineer or professional with equivalent expertise to determine an appropriate location.

IDS 19.10 Supporting older people and multi-generational housing

Inclusive Design Guidelines
When designing new residential homes, built environment professionals are encouraged to push beyond traditional models of housing and should aim to deliver more flexible and desirable homes that can better support people as they age or acquire a disability. For example, multigenerational housing principles consider how homes may need to change and adapt to different needs over time.

The following principles should be considered for new residential homes but are also recommended to be applied to refurbishments or change of use where practical to do so.

Residential homes should:

- consider the HAPPI ten key design criteria when designing housing that better supports older people and can adapt over time to meet changing needs[35];
- consider how residential amenities and homes can be designed to be more dementia friendly. Additional good practice guidance can be found within the EADDAT Dementia Checklist section R7[36];
- have a suitable level of safe storage and charging facilities for residents' mobility scooters (see IDS 13.3. Storage for mobility scooters and buggies);
- have adequate storage available outside the home for cycles and mobility aids, and that storage inside the home meets the needs of the occupier (age friendly housing should allow for at least one wheelchair to be stored in the home);
- have generous, daylit internal spaces with potential for flexible habitable rooms and designed to accommodate flexible layouts;
- have flexible ground floor spaces, where appropriate, which can integrate a range of potential uses, from local shops, GP practices, restaurants and community facilities. This allows for a walkable neighbourhood that should also be accessible from public streets to accommodate non-residents;
- provide a multipurpose space for residents to meet, with facilities designed to support an appropriate range of activities – perhaps serving the wider neighbourhood as a community 'hub' or providing a base for health care workers. Such facilities should have easy and visible public access for non-residents;
- have entrance lobbies and public amenities, where appropriate, such as restaurants and bars, to encourage use by the surrounding local community as well as the internal community;
- have a layout that lowers barriers to social interaction and encourages engagement between people,with incidental meeting spaces provided in public and semi-public spaces within the building. This could help increase social connections for residents and work towards reducing feelings of isolation;
- have amenity spaces of a size and quality that actively encourages their use and community engagement;
- be designed to be 'care ready' so that new and emerging technologies, such as telecare and community equipment, can be readily installed;

35 The Housing LIN – Housing our Ageing Population Panel for Innovation (HAPPI) resources.
36 The Environments for Ageing and Dementia Design Assessment Tool: R7 – The domestic Environment

- allow for a flexible family home layouts for extended families to live together, when family members visit for longer periods, to help with care or to allow flexibility if a family grows. For example, allow for rooms/bedrooms to be reconfigured to be shared or flexible play/ study space within hallways;
- provide a choice of shower or bath and a choice of left-hand or right-hand transfer to the WC and shower or bath if more than one en-suite bedroom is provided, including in wheelchair user dwellings, .

Note: Care homes are not covered under this inclusive design standard. Refer to London Plan Policy H13 'Specialist older person housing' for more detail or, if outside of London, the relevant local authority planning policies.

Case Study: Chobham Manor residential neighbourhood – multi-generational house

In response to LLDC's aspirations to accommodate aging and extended families, our development partners (PRP Architects) developed a new residential typology for Queen Elizabeth Olympic Park.

The multi-generational house is a main house with separate annexe linked by a shared courtyard. This provides a flexible family home for extended families to live together but with a degree of mutual independence. This typology can also support disabled adults in the family who want to live with independence but require some family support.

Both the house and annex are designed to accommodate disabled residents and visitors with the corner plot typology proving to be very popular with both the developers and customers alike.

Chobham Manor multi-generational home

IDS 19.11 Faith and cultural considerations

Inclusive Design Guidelines
Where housing is being specifically designed for certain faith groups or to respond to local needs and cultural requirements, suitable stakeholder engagement with those groups should be undertaken to inform the design.

The following outlines key general faith and cultural considerations for residential homes, whether or not a specific faith group has been identified. Many of these considerations can be useful for standard housing design and should be taken into account regardless of the presence of a specific faith group:

- minimise the use of long corridors to connect spaces, where possible, and create hallways and landings that can be used as shared space (for example as a separate study area for children when sharing bedrooms);
- consider how kitchen, living and dining space could create flexible, family homes, configured to meet the faith and cultural needs of the household including separation of space and opening up for large gatherings;
- demonstrate how living room spaces, in family homes, can be flexible, accommodating both separation and able to open up for extended family visits and celebrations;
- include alcoves, deep window sills or other such spaces as appropriate within the main living room space, that have the potential to be used as a shrine or altar;
- have kitchen designs that allow for additional ventilated storage for dry goods in an accessible area and layout;
- have a utility room, in a dwelling for 4 or more people, which provides space for fridge/freezers and for a low-level washing facility with an accessible seat;
- have suitable cooker ventilation, which aligns with the relevant building regulation, with adjustable controls to accommodate the removal of particularly aromatic cooking over long periods;
- consider the configuration of bedrooms to be shared by children to allow for a degree of separation when one of the children reaches puberty;
- have additional play/study space for children sharing bedrooms (such as the option for study space in hallways or on landings);
- not preclude bathroom layouts that provide a shower hose, low level tap or bidet next to the toilet;
- consider the orientation of toilets (in a standing and seated position) and where possible ensure the toilet pan does not align with Makkah (Mecca). Similarly, it is important that bedrooms could demonstrate bed layouts whereby a person's feet do not point towards Makkah;
- consider having some windows in the living room with low glazing or full height glazing, where applicable, to allow people to see out while seated on the floor. Glazing should start at a maximum of 850mm above finished floor level as per AD M – Volume 1, however consideration should be given to lower-level glazing for different cultures that may sit on the floor. In addition, suitable impact resistant glass may be required for lower-level glass where the user can get close to it or may strike it.

IDS 19.12 Neuro-inclusive and sensory friendly residential design

Inclusive Design Guidelines

Creating a sensory friendly environment can have many benefits for a wide range of residents. Although it is not a requirement under the building regulations, best practice guidance of PAS 6463:2022 – Design for the Mind, Neurodiversity & the Built Environment (2022) and the principles of this document should be applied.

Sensory friendly residential developments should :

- apply the principles of biophilic design to reinforce residents' connection to nature, whether this be through views of nature, planting or through the use of natural materials;
- have robust acoustic design and insulation to reduce airborne sounds, impact noise and flanking noises, for example from noisy neighbours or adjacent busy roads or railways;
- consider good natural ventilation and the air quality residents will experience. Refer to the IDS for indoor air quality considerations;
- consider how continuous background noises can be reduced, through effective acoustic separation, fitting of low noise appliances and options for placing some items in different locations through additional sockets allowing choice. This is particularly important for rooms that may be used for quiet study or concentration, including home working;
- consider access to natural daylight, but also how artificial lights are strategically placed can help identify areas that residents could retreat to, to read in, or to simply relax.

IDS 19.13 Co-Living

Co-living, sometimes referred to as large-scale shared living schemes, is a form of residential accommodation that has private living and bathroom accommodation with shared amenities such as kitchens and living spaces. Co-living is unique and classed as Sui Generis. As such it does not fall neatly under design guidance for residential dwellings or for non-dwelling buildings and the national space standards do not apply to it.

Co-living developments should be designed to ensure they are inclusive to all by providing a reasonable provision of living accommodation that is wheelchair accessible.

Co-living developments should:

- demonstrate the provision for the IDS for Residential developments can be met where practicable and feasible to do so;
- provide a reasonable amount of sleeping accommodation that is wheelchair accessible, subject to local agreement and need. It is recommended that 10% of co-living dwellings are wheelchair user dwellings.

Note: Meeting the residential dwelling design standards set out in AD M – Volume 1 M4(2) is a reasonable way to demonstrate general accessibility and M4 (3) for wheelchair user dwellings. Unless it can be demonstrated that reasonable alternative design provisions are more suitable, it is recommended that to ensure co-living is usable for the purposes of this IDS it is treated as residential dwellings.

Part 4

Non-residential Buildings

This section focuses on movement around and inside non-residential buildings i.e. all types of buildings other than permanent residential dwellings. The guidance therefore applies to venues and facilities that are open to the public, such as community centres, museums, theatres, cultural buildings, sports and leisure facilities, cafés, restaurants and retail facilities, as well as commercial developments, student learning and sleeping accommodation and hotels.

Non-residential buildings can vary in nature and size and the guidance in this section intends to ensure they are designed to be inclusive and accessible for all potential building users and are consistently designed with consideration for inclusion and flexibility for future adaption, informed by stakeholder engagement and consultation.

IDS 20 Entering the building

Design intent
It is important that buildings are easy to interpret and navigate. All entrances should have a logical relationship with primary routes that serve them and be clearly identifiable on approach.

It is essential that all reception areas in public buildings are accessible for all visitors and create a welcoming, inclusive, comfortable and inviting first impression.

IDS 20.1 Entrances

Inclusive Design Guidelines
Entrances should:

- be appropriately lit where needed and clearly signed;
- be easily distinguishable from the façade including contrasting visually with adjacent surfaces;
- be recessed or provided with a canopy (canopies are particularly helpful for identifying the point of entry from a distance) to provide protection from the weather, (particularly for buildings where users may have to pause before entering to use an entry system or wait for building staff to unlock or open the doors);
- have approaches to door entry controls that are clear of obstructions and away from any projecting columns or return walls;
- be designed with transitional lighting to allow users to adapt between external and internal light differences;
- be finished in low or non-reflective materials without highly contrasting patterns
- be level on approach and at the threshold with suitably designed drainage to avoid water ingress in wet weather;
- be provided with level thresholds or an accessible threshold (a maximum change in level of 15mm, is permissible if they are clearly visible and chamfered and the floor finishes are graded to provide a flush junction);

- be provided with a slip-resistant floor finish and/or entry matting which will remove water and debris from shoes and wheels (adequate depth for the anticipated volume of use and to accommodate the circumference of the wheel of a wheelchair, typically 2000mm) (See IDS 16.2 Floor Surfaces). Coir matting is not recommended;
- be designed to resist the likely wind force without opening unexpectedly and not closing too quickly or onto users;
- have information concerning fire safety and fire evacuation procedures conveniently located at all entrances. See IDS 40 for Emergency Egress;

IDS 20.2 Entrance doors and lobbies

Inclusive Design Guidelines

Design criteria :

- avoid revolving doors with adjacent pass doors as they are not considered inclusive ; accessible door types include swing, sliding or circular sliding doors;
- powered, automatic doors are preferred, if manual doors are provided, they should have a maximum opening force of 30N from 0-30o and then 22.5N from 30-60o in the doors' opening cycle;
- automatic sliding doors are preferred wherever their installation is possible. Either manually activated or automatically activated via motion sensors;
- public entrance doors and gates should have a minimum effective clear opening width of 1000mm. Where manual double door sets are used, at least one door leaf should have an effective clear opening width of 1000mm;
- entrance doors to cycle parking facilities or mobility scooter parking should be wider than 1000mm, see IDS 11.2 Cycle parking and IDS 13.3 for Mobility Scooter and Buggy Parking;
- a clear unobstructed 1500mm x 1500mm level landing should be provided directly outside all entrance doors. Where a wheelchair user may have to turn 180O a minimum 1650mm x 2100mm[37] zone should be provided;

37 CEN/TR 17621:2021 Accessibility and Usability of the Built Environment – Technical performance criteria and specifications.

- frames to glazed doors should be clearly distinguishable including when being held open. Where glazed doors are provided suitable manifestation should be provided (see IDS 16.1 for Glazing);
- where lobbies with single-leaf doors are used, the minimum dimensions of such lobbies should be as shown in Figure 1 of BS 8300[38]; (or for Sports Facilities see AISF Part C 2.3 and 3.3);
- in an airlock arrangement in a lobby, consideration should be given to the effects of the pressure differential on the doors and ensuring a suitable opening force is achieved.

IDS 20.3 Entrance door floor surfaces

At entrance points a floor surface that removes water is to be provided, ensuring that floors remain dry and slip resistant. The procurement of entrance matting systems should ensure:

- loose mats are firm and flush with surrounding levels;
- a minimum depth accommodates for the circumference of a wheelchair wheel (2000mm) and the expected footfall;
- any mat well depth is level with adjacent floors.Mats have a rubber backing and chamfered edges;
- Coir-type matting is not recommended;
- the use of patterned (i.e. checkered patterned) or highly contrasting entrance matting/floor surfaces should be avoided as it can cause significant contrast on the floor in the entrance area which can look like a level change to some people. An intermediate tone or transition in finishes between the outside and inside of a building should be considered.

38 BS 8300-2:2018 Design of accessible and inclusive built environment Part 2: Buildings

IDS 20.4 Access controls

Inclusive Design Guidelines

Door entry systems should:

- be located as close to the door as possible without causing an obstruction or hazard and set out in accordance with the latest BS 8300;
- be accessible to people who are Deaf, deafened or hard of hearing and people who cannot speak;
- be visually apparent with 70 points minimum contrast between small features such as entry pad buttons, and from the surface they are fixed upon
- have number pads should have embossed numbers where size permits, or a raised pip on number 5;
- have controls, where manually activated doors are installed, between 750mm–1000mm above finished floor level and should visually contrast with their background.

IDS 20.5 Reception areas

Inclusive Design Guidelines

Design criteria for receptions desks:

- they should be easily identifiable from the building entrance and the approach to the desk should be direct, unobstructed and have a firm, slip-resistant surface;
- reception desk heights and clear manoeuvring space in front of reception desks are set out as per the latest BS 8300;
- any queue system provided should be accessible and allow wheelchair users good clear manoeuvring space, a minimum of 1200mm, to turn towards the desk and pass others in the queue;
- provide seating and a method to allow individuals who are less able to stand to queue in a way that allows them to keep their place without standing in line;
- all reception desks/counters to provide an assistive listening system, such as an induction loop, that is constantly switched on, regularly tested to ensure it is in good working order and clearly indicated on approach with the appropriate “T” switch symbol signage. Refer to IDS 39 for Communication systems;
- the desks/counters should not be located in a position where the presence of glazing or mirrors adversely affects the ability of a person who is Deaf, deafened or hard of hearing to lip read;
- the backgrounds of the desk/counters are not to be brightly lit as to produce glare or reflections or be patterned so as to facilitate lip reading for people who are Deaf, deafened or hard of hearing and avoid sensory overload for all users;
- any temporary registration arrangements, e.g., for events, should be easy to find, wheelchair accessible, and have suitable lighting and an appropriate assistive listening system (ALS);
- where a reception service has no fixed desk, such as with roving meet and greet/service teams, this should be readily apparent and include provision of suitable ALS considerations.

IDS 20.6 Reception foyer layout and design

Design criteria for receptions foyers:

- there should be spaces between seating to allow wheelchair users to either sit together or sit beside seated companions. Refer to the latest BS8300 for guidance on seating in waiting areas[39]
- access to seating should be direct and unobstructed;
- seating and other furniture should not be fixed to the floor but should be moveable to allow flexible seating arrangements as required. A mixture of seating should be provided including some with both back and arm rests;
- a range of inclusive seating options should be provided, including provision for arm rests, back rest and seats at different heights. Where only one height is provided it should be at a height of between 450mm–480mm. Refer to IDS 7.3 for guidance on seating.

IDS 20.7 Security barriers

Design criteria for security barriers:

- certain types of barrier controls, such as turnstiles, should only be used with effective supervision. Bi-parting or folding gates are recommended;
- suitable number of accessible gates with at least 1000mm clear width to accommodate wheelchair users should be located directly adjacent to standard width gates;

39 BS8300-2 Section 15.1

- accessible gates should be automatically opening gates that can be used without staff assistance;
- barriers have flush, level thresholds;
- gates have clear and unobstructed approach routes on both sides.

IDS 20.8 Self-service

Inclusive Design Guidelines
Where self-service areas are provided such as electronic check-in and registration points e.g. at reception desks, they should be maximised to be used independently by a wide range of users.

Design criteria for self-service systems:
- the approach to the digital check-in system should be direct and unobstructed with a firm, slip-resistant surface that allows for easy manoeuvring space for wheelchairs and pushchairs;
- positioned at an accessible height that is reachable to wheelchair users within a comfortable reach range of 750mm to 1000mm above finished floor level;
- consider how users may request help or assistance at self-service and proximity of staff to these areas;
- where appropriate, allowance is made for it to be detachable, such as a tablet, to allow it to be passed to users;
- where a user has to get close to the check-in system suitable knee recess at least 700mm clearance height is provided for a minimum width of 800mm;
- any digital system or product is intuitive and easy to use. Where appropriate the digital technology procured should be designed to appropriate digital accessibility standards. For example, the Web Accessibility Content Guidelines (WCAG)[40] or offering multi-modal communication.

40 Web Content Accessibility Guidelines (WCAG) international standard – www.w3.org

IDS 21 Horizontal circulation

Design intent
Doors, corridors and passageways should be wide enough to allow wheelchair users to approach and gain easy access through doors off the corridor and, where necessary, turn through 180°.

The minimum space for two wheelchair users to pass each other on an access route is 1800mm, however, where larger electric wheelchairs, mobility scooters or other personal mobility devices are expected to be used or larger crowds, built environment professionals will have to consider larger circulation routes to help accommodate the intended users. It is recommended that BEAP or local user-groups are consulted when determining how a space will be used.

IDS 21.1 Doors

Inclusive Design Guidelines
Design criteria for doors:
- the number of doors along circulation routes should be kept to a minimum as they can restrict progress;
- all internal doors to rooms (excluding areas to enable the building to be inspected, repaired or maintained i.e. plant areas) or along corridors are to be designed to provide at least the minimum effective clear width appropriate to the type and scale of the facility;
- as a minimum an effective clear width of 850mm should be provided; or the latest BS8300, whichever is the greater;
- double doors should have at least one leaf that provides the minimum effective clear width opening appropriate to the type and scale of the facility and no less than 850mm; bi-fold and manual sliding doors are not to be used as they can be difficult for many users to use;
- locate all doors so that there is clear wall space of at least 300mm to the leading edge (pull) side of the door as a minimum and both sides where practicable, with 600mm recommended wherever achievable;

- all doors are to be designed and located so that they can swing open to at least 90°;
- the opening force on manually operated doors, when measured at the leading edge of the door, is to be not more than 30N from 0° (the door in the closed position) to 30° open, and not more than 22.5N from 30° to 60° of the opening cycle;
- where fitted with a latch, the door opening furniture can be operated with one hand using a closed fist, i.e. a lever handle;
- the leading edge of any door that is not self-closing, or is likely to be held open, contrasts visually with the door surfaces and its surroundings;
- all door opening furniture contrasts visually with the surface of the door, with a minimum of 15-point light reflectance (LRV) achieved. The door or the door frame (when of a reasonable thickness (50-100mm[41] to be seen, which should be agreed with the Inclusive Design Lead and the local user group where applicable) is made visually apparent through visual contrast with the surrounding wall;
- where privacy is not required doors should incorporate visibility glazing from a height of 500mm–1500mm.

IDS 21.2 Corridors and passageways

Inclusive Design Guidelines

Design criteria for corridors and passageways:

- a minimum corridor width for main circulation routes of 1800mm should be provided to allow two wheelchair users to pass;
- an unobstructed minimum width of 1200mm is permissible only for short distances;
- In non-sports facilities, secondary corridors should have a minimum width of 1200mm with passing places at least 1800mm long and with an unobstructed width of at least 1800mm at regular intervals a maximum of 20m[42];
- corridors are to be unobstructed. Fire extinguishers, radiators and any other obstructions should be designed so that they do not project into the above clear corridor widths and are preferably recessed to reduce the risk of injury or obstruction;

41 Thickness based off minimum manifestation size, with preference for the greater 100mm to be visual seen

42 PD CEN/TR 17621:2021 and ISO 21542:2021

- to consider splayed or rounded corners for any required 90 degree turns in corridors, particularly on narrow widths, to improve sight lines and manoeuvring;
- doors should not open out into corridor or other circulation space, apart from doors to accessible WCs which may open into a corridor where they are either fully recessed, are located at the end of a dead end[43], or have suitable guarding to prevent the swing of the door hitting anyone;
- all parts of the building to which the public have access are to have minimum headroom of 2400mm[44]; (with higher heights required where overhead hoists may be used);
- floor finishes should be chosen in accordance with IDS 35.2 Floor surfaces.

43 BS 8300-2:2018 Design of accessible and inclusive built environment Part 2: Buildings

44 PD CEN/TR 17621:2021 and ISO 21542:2021

IDS 22 Vertical circulation

Design intent
It is important that everyone is able to access facilities and move independently between levels confidently, independently and with equity. This principle also applies to egressing a building, where evacuation lifts should be provided in addition to accessible stairways to exit the building in an emergency.

The use of wheelchairs on escalators and moving walkways can lead to dangerous situations for some users so should only be provided in addition to other step-free options. Conventional passenger lifts should always be considered as the most inclusive means of vertical access to get to different levels.

The design of stairs is also vitally important. Poorly designed stairs can present barriers for a large proportion of the population, including people who are blind or partially sighted, have mobility impairments and/or people with very young children.

IDS 22.1 Journey sequence – equity of experience

Inclusive Design Guidelines
Design principles for equity of experience:
- people should have a choice of routes to access different levels within a building, with the choice of stairs, lifts and internal gradients, where appropriate;
- stair use can be helpful in providing physical exercise, and their use can be encouraged by being conveniently located and near to the step-free alternatives such as lifts;
- escalators are not accessible to all and can be dangerous for some, so a suitable lift should always be provided alongside;

- anyone using lifts should have the same quality of experience as they journey vertically through the building, using the same primary circulation cores and providing access to the same facilities. Lifts usage should not create any undue separation or extended travel distances.

IDS 22.2 Graded routes and ramps

Inclusive Design Guidelines
Design criteria for internal graded routes and ramps:
- changes in floor levels along primary circulation routes should be avoided but where necessary, they should meet IDS 8.1 Graded routes;
- ramps (1:20 or steeper) should be avoided where possible along primary circulation routes and where provided they should follow IDS 8.2 Ramps as a minimum. Where the level change overall is greater than 300mm, a stepped alternative is needed.

IDS 22.3 Internal stairs

Inclusive Design Guidelines
Design criteria for internal stairs:
- encourage use of stairs by using them as an integral component of the main circulation system of the building;
- Provide suitable warning at the top and bottom of stairs for people who are blind or partially sighted through the use of visual contrast and/or surface materials/finishes;
- Escape stairs should be designed to the same standard as general circulation stairs, including contrasting nosings with at least 30 LRV points contrast but higher where practicable. Escape stair widths should be agreed with a competent fire professional. See IDS 40 for Emergency Egress.

IDS 22.4 Escalators

Inclusive Design Guidelines

Design criteria for escalators:

- conform to BS EN 115-1[45]. Where existing ones are maintained, reference is made to the latest BS EN 115-2[46]
- have the direction of travel clearly indicated by signs and have a clearly signposted accessible passenger lift in close vicinity to provide the same equity of experience for people unable to use escalators (see IDS 22.5 Passenger Lifts);
- have a clear, well-lit unrestricted area at least 2500 mm long unaffected by passenger flow, where practicable, at the top and bottom of an escalator. In all cases, the unrestricted area at the exit should conform to the requirements specified in BS EN 115-1 and be unaffected by passenger flow within the building;
- have handrails that contrast visually with the surroundings and visually contrasting nosing;
- be provided with audible signals or pre-recorded messages to indicate the start and finish of the escalator;
- have guarding alongside and at each end for the safety of people who are blind or partially sighted if the escalator is within direct approach to a pedestrian access route. Any side panels to guarding should have a non-reflective finish.

IDS 22.5 Passenger lifts

Inclusive Design Guidelines

Design criteria for passenger lifts:

- the number of lifts provided, and their size, should accommodate the expected people flow and anticipated use of the building;
- be located adjacent to main circulation stairs see IDS 22.1 Journey sequence – equity of experience and not be hidden from view;
- where practicable, all lifts but as a minimum one in each location, should be designed to fire evacuation standards, unless a suitable step-free egress alternative is provided to escape from a building independently without carry down;

45 BS EN 115-1:2017 – Safety of escalators and moving walks – Construction and installation
46 BS EN 115-2-:2021 – Rules for the improvement of safety of existing escalators and moving walks

- at least one combined passenger and evacuation lift should be provided in multi-storey buildings, with two preferred to offer resilience should one break down or require maintenance. See IDS 40 for Emergency Egress;
- in existing buildings, and only in exceptional circumstances in new buildings, a vertical lifting platform may be installed if there are no means to provide a conventional passenger lift;
- to allow for one wheelchair user and several other accompanying passengers, the lift car should be a minimum of 2000mm wide x 1400mm deep (approximately 17 person). This allows wheelchair users and individuals using walking aids to turn 180 degrees. For some locations the lift dimensions can be interchangeable to suit the building's configuration;
- where the lift is also used as a cycle lift, reference should be made to IDS 11.3 for cycle lifts;
- be easy to find and have lift doors that contrast visually with the adjoining wall in all light conditions and a floor surface that is firm, slip-resistant and has frictional qualities similar to the floor finish on the lift landing. A really dark car floor surface should be avoided so as not to give the impression of an empty shaft. See IDS 35.3 for Visual contrast;
- have a clear, level manoeuvring space of at least 1800mm x 1800mm[47] at the front of the entrance to the lift. The manoeuvring and queuing space should accommodate the expected people flow and anticipated use of the lifts;
- if a lift occurs directly opposite a stair, a clear landing of 2000mm deep is required;
- have suitable door opening widths, ranging from 900mm to 1100mm depending on the anticipated use; (1200mm for buildings intended to accommodate sports wheelchairs;
- have an audible and visual signalling system to provide the user with a warning that the lift has arrived. Clearly indicate what lift has arrived when there is a bank of lifts. This will be important for destinations lifts when users cannot control the lift destination or change it;
- lighting within the lift car should not cause glare, reflection, confusing shadows or pools of light and dark and be a minimum lux of 100 at floor level;
- have a mirror that is positioned to the top half of the rear of the lift car;

47 PD CEN/TR 17621:2021

- glass lifts to have adequate visual contrast between floor, walls, handrails and all other fittings. Consideration must also be given to viewing lines, the potential upskirting and impact on people with vestibular/balance conditions – a non-transparent area at the bottom of scenic lifts can be helpful;
- on all glass doors and walls there should be permanent contrasting manifestations at two levels, within 850mm to 1000mm from the floor and within 1400mm to 1600mm from the floor, a further band at ground level to 300mm minimum height is helpful to people who experience balance difficulties or have a fear of heights;
- the control system should allow for the door dwell time to be adjustable to suit the conditions where the lift is installed. The recommended dwell time is a minimum of five seconds;
- have controls placed at a height in line with the relevant BS8300, available at each entrance point where the lift has two entry/exit points above first floor level;
- have visual and voice indication of floor levels and where appropriate also indicate the facilities available on each floor. A suitable assistive listening system should also be provided as per BS EN 81-70;
- have controls that have an embossed legend on the face of the control button, or adjacent to the button;
- have emergency two-way intercom fitted with an inductive coupler;
- have a 'Help Coming' sign that illuminates when the alarm is answered;
- reference should be made to IDS 40 Emergency Egress, for information on evacuation lifts.

IDS 23 Toilet facilities

Design intent

An appropriate proportion of toilet facilities should be designed to be accessible and inclusive, responding to the local demographic and addressing requirements of people from a broad range of backgrounds and faith groups. It is recommended that user group consultation with key stakeholders is undertaken to understand and anticipate future mix of demand. The toilet strategy may also be influenced by the type of building and constraints as well as meeting the Building Regulations, good practice standards including BS8300.

Where toilet facilities are provided, there should be appropriate provision of both ambulant accessible and wheelchair accessible toilets.

Changing Places toilets (see IDS 23.8 Changing Places Toilet) should be provided in all new public buildings/facilities where people can be expected to spend long periods of time. The mandatory minimum requirement for providing a Changing Places toilet is set out in the latest Approved Document M Volume 2: 'Buildings other than dwellings', however built environment professionals should aim to go beyond this where appropriate and practicable.

Baby changing facilities should be accessible for all users including wheelchair users. Careful consideration is needed on the location and quantity of baby changing facilities. A drop-down baby change added to an accessible toilet can lead to longer waiting times and reduced availability for disabled people so any provision should usually be within an additional combined and enlarged accessible and baby change toilet rather than just added to existing accessible provision. Accessible toilets are often designed and finished in a way that makes them feel clinical or institutional. This is not necessary and LLDC requires all accessible toilet facilities to be finished to the same high standards as all other toilets in the building.

IDS 23.1 General considerations for toilet facilities

Inclusive Design Guidelines

General design criteria for toilet facilities:

- toilet facilities are managed so that everyone feels welcomed and they are designed to give building operators flexibility in choice they can offer users, with the ability to tailor to specific user needs if future operators require;
- built environment professionals consider all users including, women, girls, gender diverse people and disabled people and design toilet facilities to be safe, provide privacy and offer dignity to all users;
- except for small buildings where only one toilet is provided, toilet facilities should allow for the provision of separate male, female and all gender toilet provision, in addition to an accessible toilet;
- routes to toilet facilities should be accessible, free from obstacles, well-lit and clearly signed. For all buildings, an accessible WC should be positioned no more than 40m horizontal travel distance[48]
- provide adequate manoeuvring space for all users to and within the appropriate toilet facilities, including disabled and ambulant disabled people. Consideration should be given to different manoeuvring requirements such as if facilities are used by sports wheelchairs, mobility scooters or users with buggies/prams;
- where appropriate, 10–15% of toilets pans and urinals should not align with Makkah (Mecca);
- where there is only one toilet facility provided, it should be an enlarged corner accessible WC facility designed for right hand transfer as per IDS 23.2 for accessible toilets;
- installation of ultra-violet light (to deter drug use) is inappropriate as it reduces the ability of people who are blind or partially sighted to appreciate visual contrast and might trigger seizures in people with epilepsy;
- all toilet facilities should have audio and visual alerting systems for emergency evacuation, see IDS 40 for emergency evacuation;
- any toilet door opening inwards or outwards should be capable of being opened in the event of an emergency if a person has fallen against the door. The use of a pivot hinge with emergency release door stops and lock openable from the outset is one way this can be achieved;

48 Approved Document M Volume 2 and BS8300-2:20218

- the maintained illuminance (or general lighting level) of toilet accommodation should be not less than 100 lux at floor level. Timed lighting systems are not recommended;

General fittings and fixtures for all toilet facilities:

- have door opening widths as per Approved Document T: 'toilets' of the Building Regulations;
- fixtures and equipment should require a minimal operation and should be operable by people with restricted movement, operable with one hand and a closed fist;
- provide lever taps or taps with automatic sensors; mixer taps with single lever action are preferred. If individual hot and cold taps are provided, they should be clearly marked. There should not be more than a quarter turn from off to full flow;
- where automatic sensors are used for sink taps or toilet flushing, they are to be located in easy to reach, logical locations that will not result in accidental activation. Automatic taps should run for a reasonable length of time, and it should be noted that they can be difficult to use in smaller, finger rinse basins;
- semi-pedestals are allowed as long as they do not obstruct a wheelchair user access;
- clothes hooks should be sited at 1050mm and 1685mm high within cubicles;
- have good visual contrast of at least 30 points LRV difference, between the main features, equipment and controls, including grab rails;
- radiator or similar heating device should be positioned so that it is clear of the minimum manoeuvring and located in a way that does not restrict or impede access. For example, located in a position that reduces wheelchair manoeuvring spaces or space needed to transfer on to the WC pan or shower seat;
- exposed heating devices should be low surface temperature or be screened to protect users from burns or be located at a high level;
- have a quiet hand dryer with low decibel rating (77dB max) or provide a paper towel dispenser to dry hands[49];
- provide a shelf or a flat wipeable surface (a minimum of 250mm x 150mm[50]) at a height of 780mm–800mm for use for stoma management, medication or menstrual needs) and located conveniently near the basin;

49 Sport England Accessible and Inclusive Sport Facilities – Part D, 2024.
50 Approved Document T Appendix D

- provide a hygiene disposal bin for use by all, including male, female and gender diverse people;
- water should be delivered at no more than 43°C and hot water pipes should not be exposed;
- surface of grab rails should still provide grip when wet and grab rails should be sized and specified as per the BS8300;
- when upright, drop-down rails should be able to hold securely and be released easily when necessary. Drop-down support rails should not be fitted with support struts.

IDS 23.2 Accessible toilet

Inclusive Design Guidelines

Accessible toilets:

- have a minimum finished overall room dimension of 1700mm x 2200mm with no services or finishes obstructing or reducing the overall dimensions to allow a 1500mm x 1500mm unobstructed turning circle (Note: a slightly larger overall room size of 1900mm wide[51] will make manoeuvrability easier);
- baby change facilities should not be provided within the 1700mm x 2200mm sized accessible WC. If baby change is provided it should ideally be separate as per IDS 23.9 for baby change. Where it is the only toilet in the building it should be enlarged to be 2000mm x 2200mm[52] and incorporate an additional hand wash basin and if appropriate a drop-down baby changing table;
- be designed to ensure that the transfer space can be kept clear at all times. This should also be appropriately managed when the building is in use;
- be handed to provide a choice of both left and right-hand transfer – in locations where there is more than one accessible toilet, signage should indicate whether a toilet is left or right-handed;
- comply with the provisions and relative locations of all fixtures, fittings and equipment to follow the BS 8300;
- flush lever should be placed on the transfer side (open side) of the toilet;
- have a minimum door effective clear opening width of 850mm, with 1000mm preferred;
- fitted with an alarm and reset button (within easy reach from the toilet) that is registered at a monitored security point (i.e. building reception).

51 Sport England Accessible and Inclusive Sport Facilities – Part D, 2024.
52 BS8300-2 Figure 44

IDS 23.3 Ambulant and enlarged toilet cubicles

Inclusive Design Guidelines

Where toilet facilities are provided in separate sex male and female facilities (clusters), at least 10% of the cubicles (with a minimum of one) should be an ambulant facility, irrespective of whether there is a wheelchair accessible toilet or cubicle nearby. In addition to the ambulant cubicle an enlarged ambulant cubicle should also be provided where there are four or more cubicles.

Ambulant accessible cubicles:

- have a minimum size and setting out of fixtures and fittings as per Approved Document T, where applicable BS8300 and with additional best practice found in Sport England AISF Part D[53];
- be provided with a drop-down rail where a wider cubicle of 1000mm or wider is used;
- have doors that are preferably outward opening, however where it opens inwards it should be clear of the key manoeuvring zones;
- have toilet seat 450mm–480mm above finished floor level;
- provide space for a disposal bin in male and female facilities.

Enlarged ambulant cubicles will:

- be at least 1200mm wide, where there are four or more cubicles provided in addition to the standard ambulant as set out above;
- meet the same requirements for overall length and setting out of fittings and fixtures of standard ambulant as set out above;
- have space for drop-down changing table and space for a disposal bin.

53 Sport England Accessible and inclusive sport facilities – Part D Changing and Toiler Provisions, Figure D13, 2024.

IDS 23.4 Standard toilet cubicle

Inclusive Design Guidelines
Standard toilet cubicles, which do not have wash hand basins within them and are located within separate male and female toilet facilities (clusters) should:

- have a minimum size and setting out of fixtures and fittings as per Approved Document T (subject to the cubicle system used), where applicable BS8300 and additional best practice in Sport England AISF Part D;
- provide a clear 465mm column of clearance in front of the toilet pan and door swing;
- provide space for a disposal bin in male and female facilities.

IDS 23.5 Standard self-contained toilet

Inclusive Design Guidelines
Where standard self-contained toilets which contain wash hand basins within them (which are often referred to as super-loos, all gender self-contained WCs or enclosed toilets) are provided they will:

- have a minimum size and setting out of fixtures and fittings as per Approved Document T (subject to the cubicle system used). For additional and alternative setting out examples see additional best practice found in Sport England AISF Part D;
- have a clear 465mm column of clearance in front of the toilet pan and door swing;
- have space for a disposal bin in all facilities.

IDS 23.6 Ambulant self-contained cubicle

Inclusive Design Guidelines
Where standard self-contained toilets are provided at least one is required to be an ambulant self-contained WC. Where there are four of more self-contained toilet facilities, in addition to the ambulant self-contained toilet, an enlarged ambulant self-contained toilet should also be provided. They will:

- have a minimum size and setting out of fixtures and fittings as per Approved Document T (subject to the cubicle system used). For additional and alternative setting out examples see additional best practice found in Sport England AISF Part D;
- have a clear 465mm column of clearance in front of the toilet pan and door swing;
- have both horizontal and vertical grab rails on both sides of the cubicle that are 600mm long, the horizontal rails to be at a height above the floor of 680mm and the vertical grab rails, set out in an 'L' configuration as per Approved Document T, mounted at 900mm above the floor;
- be provided with a drop-down rail where a wider cubicle of 1000mm or wider is used and installed at 680mm above finished floor level;
- doors are preferable outward opening door, however where it opens inwards it should be clear of the key manoeuvring zones;
- have toilet seat 450mm–480mm above floor level;
- space for a disposal bin.

Unisex accessible WC at Timber Lodge

IDS 23.7 Urinals

Inclusive Design Guidelines

Where a separate sex male toilet facility is spatially large enough to be entered by a wheelchair user and ambulant disabled people, a wheelchair accessible and ambulant access urinal should be considered. Additionally, depending on the building use, lower height urinals should also be considered for use by children or people of small height. Where urinals are provided, design guidelines as follows:

- provide at least one urinal suitable for use by an ambulant disabled person with its rim set at 500mm above finished floor level. Vertical wall mounted grab rails are required to both sides as per the BS 8300;
- if the toilet facility is wheelchair accessible, a wheelchair accessible urinal should be provided with its rim set at 380mm above finished floor level. Vertical wall mounted grab rails are required to both sides as per the BS 8300;
- where a wheelchair accessible urinal is provided, at least one wash hand basin in the toilet facility is set at a height of 720mm–740mm above finished floor level;
- if no wheelchair accessible urinals are provided, where there are multiple users a minimum of one urinal should still be positioned at the lower 380mm height;
- standard urinals for adults are commonly positioned with their rim at 650mm above finished floor level;
- Consider that trough urinals may be appropriate where there is a high turnover of users, such as sport venues. However, they are not accessible to all.

IDS 23.8 Changing Places toilet

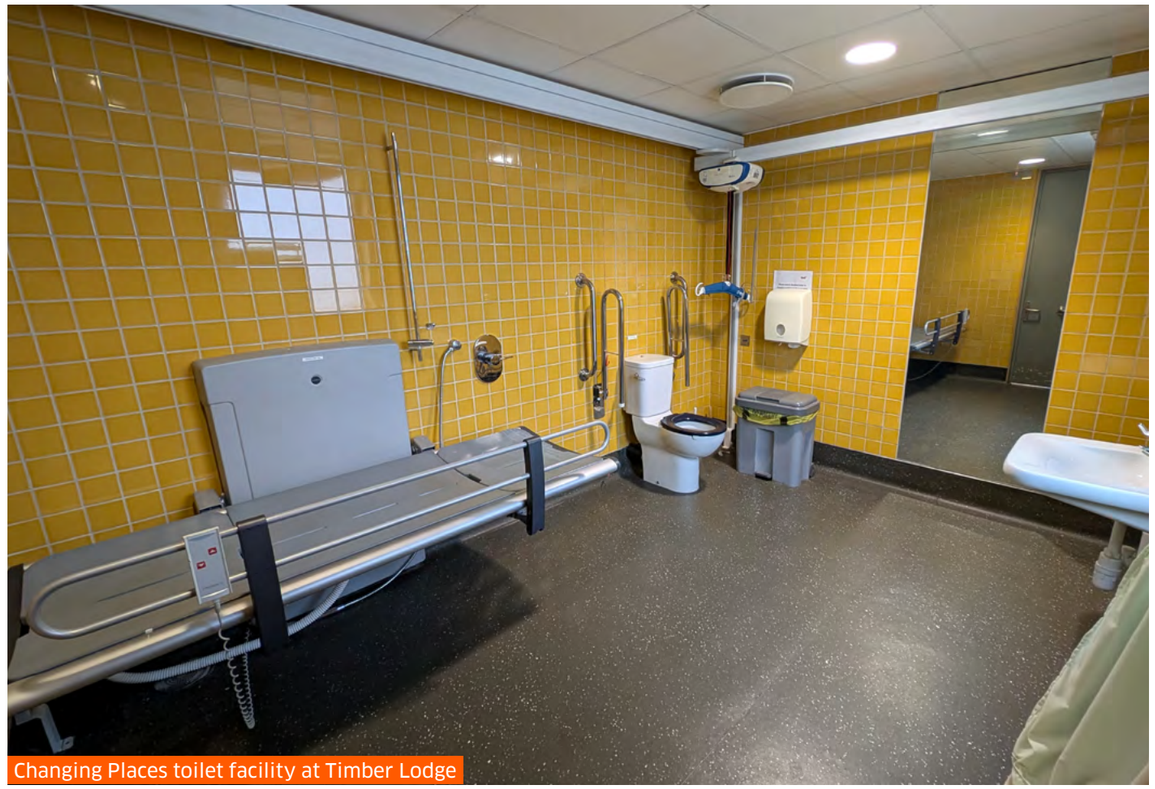
Inclusive Design Guidelines

A Changing Places toilet is a facility designed for individuals with complex disabilities who may require the assistance of up to two assistants.
A Changing Places facility does not replace an accessible toilet and will always be in addition to any standard and accessible toilet facilities.
A Changing Places toilet should be provided in all new public buildings/ facilities where people can be expected to spend long periods of time.
The minimum requirement for providing a Changing Places toilet is set out in Approved Document M Volume 2: 'Buildings other than dwellings', however built environment professionals should aim to go beyond this where practicable.

A Changing Places toilet should:

- have an overall room dimension of a minimum of 3000mm wide x 4000mm long (or equivalent floor space of 12m^2), have minimum a ceiling height of 2400mm and be set out in accordance with guidance provided by the Changing Places Consortium[54] and the latest BS 8300

54 www.changing-places.org



Changing Places toilet facility at Timber Lodge

IDS 23.9 Baby changing facilities and family toilets

Inclusive Design Guidelines

Where facilities for baby change are provided, they should be wheelchair accessible. The preference would be to provide a separate dedicated baby change/family room to allow a dedicated hygienic space with a washbasin such as for those who might need to express milk or for parents who wish to be within a private or separate sanitary facilities.

Baby change should not be added to standard wheelchair accessible toilets as this can lead to increased wait times for people requiring an accessible toilet. Where baby change is provided with an accessible toilet it should be an enlarged one (2000mm wide) and be accompanied by other bay change within standard enlarged or enlarged separate sex and all gender toilet facilities to help mitigate potential wait times. For a visual representation of this, reference can be made to good practice guidance of Sport England Accessible and inclusive sport (AISF) facilities Part D section 2.7[55]. The number and location of baby change facilities should be determined by user group and key stakeholder consultation.

Baby/child changing facilities:

- will ideally be a separate room that is a minimum size 2000mm wide and 2000mm deep and provides the key fixture, fittings and setting out list in this IDS;
- where a separate room cannot be provided, and the only option would be to provide baby change in toilet facilities, baby change should be provided in male, female and all gender facilities. Additionally, at least one bay change is required to be wheelchair accessible and baby change can only be provided in an enlarged accessible toilet that is set out as per BS8300-2 Figure 44;
- a clear 1500mm wide by 1500mm deep manoeuvring space is provided in front of and clear of the basin and baby change table;
- if a toilet is provided within the room, it should be clear of the 1500mm by 1500mm manoeuvring space;
- a drop-down seat for small children should also be provided;
- approaches to the facility should have accessible routes free from obstacles that are well-lit and clearly signed;

55 Sport England Accessible and Inclusive Sport Facilities (AISF) – is a free to download guide available via Sportengland.org website.

- the facility is well lit, the light levels at floor level should be 100 lux minimum but preferably 300 lux at changing bench level;
- a wall-mounted height adjustable changing table that can be set at heights between 750mm and 1200mm above finished floor level. If a fixed height changing table is provided it should be at a height of 750mm above finished floor level;
- the changing table has a minimum of 700mm clear space underneath to enable a wheelchair user to access the table;
- good visual contrast between all main features including equipment, controls, fixtures, fittings and the background against which they are seen;
- a paper roll dispenser for lining the table and cleaning babies that can be used with one hand;
- a soap dispenser and a quiet low decibel hand dryer mounted 800mm–1000mm above finished floor level;
- where appropriate, a nappy vending machine located no higher than 1000mm above finished floor level;
- a full-length mirror set 600mm above finished floor level and with its top edge a minimum of 1900mm above finished floor level;
- a sanitary disposal bin, preferably recessed into the wall should be provided. If not recessed this should be positioned outside of the key manoeuvring zone and minimum size of the facility.

Accessible baby change facility at The Podium

IDS 24 Changing and shower facilities

Design intent
Changing shower facilities should be designed to be inclusive and accessible to all and offer choice and flexibility for different users. Where changing and shower facilities are provided at least one should be a separate wheelchair accessible facility.

Where separate accessible changing rooms and showers are provided, it should be recognised that some disabled people may want to change within communal facilities and the design and layout of communal changing facilities should encourage and facilitate this process.

The need for privacy may require individual shower cubicles in addition to an open plan shower area. This should be considered on a case-by-case basis. For new buildings, choice is important and therefore a flexible solution is preferable.

In addition, built environment professionals will also need to carefully consider privacy within shower and changing areas, as it is essential for some faith groups to whom open plan changing, showering areas and communal toilet facilities are unsuitable. Communal changing areas are to be flexible spaces and designed to offer users a choice that allows privacy for people that prefer or require it.

All gender changing and shower facilities, in addition to separate sex male and female and those provided for wheelchair users, should be provided.

IDS 24.1 Communal changing and shower facilities

Inclusive Design Guidelines
Main changing areas for separate male and female use:

- should have suitable space for individuals to have a comfortable sense of personal space. Where the main changing area is to be wheelchair accessible suitable circulation widths as per IDS 21.2 Corridors and passageways should be provided;
- where toilet facilities are provided (including accessible toilets) they should be within close proximity to the changing area and set out as per IDS 23 for Toilet facilities, including provision of ambulant facilities;
- where changing cubicles are provided, at least one is an ambulant cubicle[56];
- where the communal changing area is wheelchair accessible, it should be designed as per IDS 24.3 for Accessible changing/shower facilities;
- changing benches have a depth of 500mm and a height of 480mm above finished floor level;
- alternate coat hooks are to be located at 1050mm and between 1400mm–1685mm above finished floor level to accommodate all users;
- grooming/vanity area (where provided) should accommodate both standing and seated users[57];
- both inwards and outwards opening doors to all changing cubicles should be capable of being opened in the event of an emergency;
- communal changing facilities have the same provisions as a self-contained changing area.

Main shower areas:

- direct and level access between changing and shower areas. Upstands are not to be used to separate wet and dry areas as these can be a trip hazard;
- slip-resistant flooring, as level as possible with a 1:50 gradient to assist drainage;
- where shower cubicles are provided some should also be ambulant cubicles. Refer to Sport England ASIF Part D for best practice for standard and ambulant changing cubicle design;

56 ASIF Part D for best practice standard and ambulant changing cubicle design
57 Sport England ASIF section 2.6

- where shower cubicles are provided at least one should be wheelchair accessible, it should be designed as per IDS 24.3 for Accessible changing/shower facilities;
- if open plan showers are provided and the space is wheelchair accessible, one should be wheelchair accessible and provide a clear space in the shower area to allow a wheelchair user to transfer to a shower seat easily and without getting their wheelchair wet. Refer Sport England ASIF Part D;
- shower controls, fittings and fixtures should be set out as per Approved Document M, BS8300 and with additional best practice found within Sport England AISF.

IDS 24.2 All gender shower and changing facilities

Where all gender shower and changing and shower facilities are provided:

- at least one ambulant facility;
- within an open changing area or are self-contained facilities accessed from circulation routes. Refer to good practice guidance within Sport England AISF Part D.

IDS 24.3 Accessible changing and shower facilities

Inclusive Design Guidelines

Accessible changing and shower facilities:

- when a combined shower and changing facility is provided either within separate male and female area and/or separate and accessible independently, it should be a minimum of 2400mm wide by 2500mm deep and align with the latest BS 8300[58];
- when a self-contained accessible shower is provided it is a minimum of 2000mm wide and 2200mm deep and aligns with the latest BS8300. Where this is provided a separate wheelchair accessible toilet facility should also be provided as per IDS 23 for Toilet facilities;
- have a level floor surface that is slip-resistant when wet or dry and has a shower crossfall of 1:50 or less steep;

58 BS 8300-2:2018 Design of accessible and inclusive built environment Part 2: Buildings

- shower and change fixtures and fittings are set out as per the latest BS 8300;
- where more than one accessible shower/change is provided a choice of left and right transfer options should be provided;
- the design and quality of fixtures and fittings used in accessible changing facilities is to be of a similar standard to all other changing facilities.

IDS 24.4 Lockers

Locker provision

The design criteria for lockers:

- lockers in changing areas are to provide adequate manoeuvring space in front to allow disabled people, including wheelchair users, easy access with a minimum of 1500mm deep circulation space provided in front of lockers. If knee recess is provided below lockers, then this may be reduced to 1200mm deep;
- locker sizes, including height, width and depth are set out as per the latest BS 8300 or best practice in Sport England AISF;
- a proportionate number of accessible lockers are to be provided. For best practice Sport England AISF recommends that 10% of lockers in sport venues are accessible (these are ‘full height’ lockers that are at least 1200mm high to accommodate mobility aids and assistive equipment);
- locks for lockers should be positioned 750mm–1150mm above finished floor level and be easy to use and operate with one hand;
- it is preferable for lockers to have self-closing doors as locker doors left open can be an obstruction particulary for people with a visual impairment who may not detect the open door with a cane;
- it is preferable for lockers to have raised, embossed numbers that contrast visually with the locker door as this will help people with a visual impairment to find thier locker. Raised embossed numbers should also be provided on the corresponding wristband if applicable;
- lockers should be located outside the changing area in a dry space and should not be located within wheelchair accessible shower and changing facilites.

Accessible locker provision at London Aquatics Centre

IDS 25 Neuro-inclusive internal environments

Design Intent

In the same way human physical variation is considered when designing inclusive environments, we should also consider how people with information and sensory processing differences are impacted by building features and elements, including people with neurodivergent traits such as Autism or ADHD, or neurogenerative conditions like Dementia.

Buildings where design considerations have been made for neuro-inclusion are beneficial to everyone and can significantly improve staff attraction and retention as well as mental wellbeing.

Inclusive Design Guidelines

Design criteria for creating a neuro-inclusive environment:

- where the building is publicly accessible it should be designed to consider how it can be Dementia-friendly through physical and operational/management interventions. See Appendix 1 for additional guidance;
- all buildings should consider different sensory processing differences and refer to the latest BS8 300 and PAS 6463 for additional guidance;
- provide appropriate lighting and good acoustics (see IDS 27 for Light and lighting (Internal) and IDS 28 for Acoustics);
- provide provision for informal and/or informal quiet and restorative spaces so allow for all types of users to escape to reflect or take time away from stress or sensory overload. See IDS 26 Quiet and restorative spaces;
- increase building user opportunities to reconnect and experience nature, whether through finishes, external space or considering the principles of biophilic design;
- provide materials and finishes that do not cause confusion or excessive amounts of visual noise, see IDS 35 Finishes;
- provide clear and logical layouts together with a robust signage and wayfinding strategy, see IDS 36 for Signage and wayfinding.

IDS 26 Quiet and restorative space

Design Intent
The provision of quiet restorative spaces for recovery and calm can be beneficial for a wide range of people including users which may experience sensory overload, stress, anxiety or upset. Where space permits, such spaces are ideally quite small, dedicated rooms for that purpose and intended for 1–2 people and in a self-contained and relatively private location.

Informal spaces away from busy areas or the procurement of a booth, can provide a similar function. All organisations should consider having quiet/restorative spaces available to staff and visitors, with the quantity and type and location informed by appropriate user consultation.

Inclusive Design Guidelines
Quiet and restorative spaces should:

- be informed by user group and key stakeholder consultation to determine the size, design and facilities provided;
- be designed to consider the key features, fittings and fixtures as per PAS 6463 Section 14;
- be designated for that use only. Combining the use or using it as a meeting room does not allow the room to be easily accessible to users on a reactive basis at short notice;
- be fitted with features to create environmental adjustments, such as lighting, or window controls i.e. blinds, to allow users to control glare, light and air quality. See PAS 6463 section 14.1.8;
- be designed with biophilic features and/or external natural views as these can be calming – connecting with nature has a positive impact on our mental health and wellbeing;
- be calming in appearance, with walls, floors, ceiling and finishes in muted colours and avoiding bold or repetitive patterns;
- be able to demonstrate a suitable manoeuvring space inside the room – with a minimum of a 1500mm turning circle, with 1800mm recommended clear of any furniture;

IDS 27 Light and lighting (Internal)

Design Intent
Considering the appropriate type of lighting is important for the safe and convenient use of buildings. Lighting is particularly important for people who are visually hypersensitive and intensely affected by bright or flickering lights or for people who have a hearing or sight impairment and are therefore more reliant on a consistent and adequate levels of lighting for lipreading or navigation.

The illuminance on interior surfaces, the quality of the lighting, appropriate colour rendering and the avoidance of glare and flicker are all critical factors to be considered.

Activities that involve precise hand movement within buildings, such as entry controls, may require higher illuminance levels or dedicated task lighting.
When considering the lighting design of a space it is recommended that an experienced lighting professional is engaged.

Lighting general
Natural daylight is preferred means of lighting during the day, supplemented by artificial lighting. Both natural and artificial sources of lighting should be designed to avoid glare, pools of bright light and strong shadows. Careful consideration will need to be given to glare from sunlight and indirect sunlight and be controlled to reduce glare at different times of the day and year. Natural and artificial lighting in a corridor should be even, diffused and without glare, reflections or strong shadows.

In circulation areas in particular, glare and strong shadows can prevent people who are blind or partially sighted distinguishing changes in levels and make the environment more difficult for everyone to negotiate, as well as potentially being overwhelming for people with sensory hypersensitivity.

Artificial lighting systems

Design criteria for artificial lighting systems:

- maintain a level of illumination that is suitable for people who are partially sighted, reference the latest BS 8300;
- consider people with visual hypersensitivity and allow lighting to be adjusted, where possible, in non-circulation areas, see PAS 6463:2022 Section 11;
- have gradual changes in lighting levels with no sudden significant changes without transitional zones to allow time for, eyes to adjust;
- ensure spacing of luminaires achieve even light levels on circulation spaces to avoid areas of dark or shadows;
- eliminate flicker to help reduce the risk of sensory overload or harm to people with photosensitive epilepsy and people with visual hypersensitivity;
- consider if uplighters at floor or low-level can cause glare and obscure vision so where used they must point away from users of the space (e.g. point directly at walls as a feature);
- avoid downlighters or use them for artwork features but not general circulation lighting as they create pools of light and dark;
- where one-to-one communication is important, for example at a reception desk, support lip reading by illuminating the face of the person speaking to make it easier for a person lip reading;
- ensure staircases and landings is consistently illuminated to provide a minimum of 100 Lux at tread level;
- provide artificial lighting for corridors that receive no daylight should be designed to achieve an illuminance at floor level of at least 100 lux;
- avoid recessed lighting systems which could create glare at eye level or in areas that have shiny surfaces.

IDS 28 Acoustic and noise management

Inclusive Design Guidelines

Noise, whether loud or soft, intermittent or continuous, can potentially cause confusion and make it especially difficult for people with hearing loss or sensory processing differences such as sensory hypersensitivity.

Background noise can lead to difficulties in communicating with staff or colleagues and can contribute to stress, anxiety and/or sensory overload. Background noise and/or reverberant environments that reflect sound, can also create difficulties for users who use sound as a navigational aid. When considering the acoustics of a space it is recommended that an acoustics specialist is consulted.

Further detail on acoustics reference in PAS 6463:2022 Design for the mind – Neurodiversity and the built environment, Section 10 Acoustics and noise management.

The acoustics of the space should:

- provide acoustic treatment or noise management where communication will be important. For example, at reception points and in meeting rooms;
- take into consideration any multi-purpose spaces. For example, if a reception area is used for events, then designers will need to consider how the change in occupancy numbers and activity might affect acoustic comfort during a busy event;
- provide adequate sound insulation to minimise intrusive noise, both from outside and within the building;
- separate quiet areas and zones away from the noisy areas of buildings with an acoustic buffer zone;
- ensure that where public address systems are installed near counters or reception desks, suitable ceiling, wall and floor materials are used to create an acoustic environment that helps orientation and enables information to be clearly heard.

IDS 29 Internal comfort

Design intent
To create more inclusive internal environments the internal comfort of a space should be considered as this can affect the wellbeing and mental health of all users but can particularly impact some user groups. Acoustics, lighting, noise, temperature and air quality all contribute to internal comfort for users.

Many of these elements particularly impact people with sensory hypersensitivity, such as people with neurodivergent conditions, or people experiencing hormonal changes, such as during menstruation or menopause. See also the latest BS 30416 for Menstruation, menstrual health and menopause in the workplace – Guide.

When considering the internal comfort of a space or building, built environment professionals should consider the site context and surrounding context and stimuli, how the building will be used and the intended user profile and demographics. This IDS is not exhaustive as many other elements covered in these inclusive design standards such as lighting (IDS 27), finishes (IDS 35) and visual contrast (IDS 35.3) and corridor and passageways (IDS 21.2) will also contribute to how a space is experienced and feels.

IDS 29.1 Heating and cooling

Inclusive Design Guidelines
The temperature of a space can impact how inclusive the internal environment is and can lead to spaces being comfortable or uncomfortable for many users. With the climate's changing temperature, we are starting to see more extreme weather events including extreme heat or cold.

Creating a more comfortable indoor climate can be beneficial for everyone's wellbeing, but especially disabled and older people, anyone

experiencing hormonal conditions (such as peri/menopause, pregnancy and thyroid conditions). Considering the internal temperature, its control and regulation should be carefully considered by HVAC engineers with regard to occupancy numbers, demographics and anticipated activities.

The heating and cooling of a building/space should:

- ensure that the space is heated and cooled according to its intended range of use. Uncomfortable variations in temperature should be avoided;
- where appropriate, allow for the control of heating and cooling in some spaces, such as meeting rooms, to be adjusted by users, for example openable windows/doors or adjusting a fan speed can be helpful;
- ensure areas where windows are openable by users, satisfactory safety precautions are put in place to prevent any risk of falling from height, or in buildings where children are present and consideration of finger entrapment;
- detail doors and windows to reduce draughts and uncomfortably cold or hot areas;
- where appropriate, utilise air conditioning or cooling in environments that are likely to be hot due to the nature of the work or solar heat gain;
- where radiators are used, be low surface temperature to avoid causing any burns and should be positioned clear of key manoeuvring zones such as within accessible toilets, showers and changing;
- consider how rooms, spaces or areas of a building can offer flexibility in temperature for users who may be cold and wish to be warmer or are overheating and wish to be cooler. Providing live information or typical date about the temperature in different areas is helpful to people in making choices about where to work where flexibility in desk positions is offered, or where to go when discomfort is experienced.

IDS 29.2 Indoor air quality

Inclusive Design Guidelines

A poor level of indoor air quality can result in building related ill-health problems, sometimes referred to a 'sick building syndrome' which can range from serious to mild discomfort[59] and cause a variety of symptoms including eye, nose and throat irritation, respiratory irritation, asthma, headaches, and stress. The air quality can also affect people with olfactory (sense of smell) hypersensitivity and exacerbate some allergies[60].

When considering the indoor air quality of the building, it is recommended that an air quality professional is consulted. Consideration should be given to rooms or spaces where it is practicable to have ventilation that can be adjusted according to individual needs.
The building and/or space should provide a satisfactory indoor air quality for its intended purpose and prevent indoor pollution from different materials and sources. This should include prevention or reduction:

- of emittance of volatile organic compounds (VOCs) and other organics such as formaldehyde;
- of environmental contamination with due consideration to the proximity of rooms and spaces designated as tobacco smoking areas or where chemicals may be present;
- of particles such as bacteria, viruses and fungal spores
- of particles such as dust and fibres;
- of pollutants and unpleasant smells or materials with high emissions of pollutants;
- of highly scented or perfume products, with low or scent free cleaning and air fresheners preferred;
- consider the use of undertaking an air/building flush before the first occupants or periodic purge ventilation to remove or reduce pollutants.

59 BS EN 17210:2021 Section 15.3 Indoor Air Quality
60 ISO 21542:2021 Section G.7 Indoor Air Quality

IDS 29.3 Allergies and hypersensitivity

Inclusive Design Guidelines

Allergies and hypersensitivity are often the result of a person's immunological system and can range from mild discomfort to life threatening reactions[61]. The environmental conditions of a building or space can also lead to reactions and discomfort for many people who may have an allergy or be hypersensitive to certain foods, perfumes, Volatile Organic Compounds (VOCs) or other pollutants. See also IDS 29.3 Indoor air quality.

The building and/or space should consider:

- avoiding the use of materials, finishes, plants that commonly cause allergic reactions;
- providing suitable indoor air quality and ventilation systems that can help filter out respiratory allergens;
- maintaining an appropriate level of cleaning and avoid surfaces and furnishing that are difficult to clean and likely to collect dust;
- creating a zone where higher cleaning regimes take place and animals and certain allergens (such as nuts and latex) are not permitted. These will be building or organisation specific and it is recommended that consultation is undertaken with potential building users, staff or key stakeholders when considered.

Note: any animal-free spaces should not significantly impact disabled people with assistance animals as this could be considered discriminatory under the Equality Act 2010.

61 BS EN 17210:2021 Section 5.2.3 Immunological system functions: Allergies and hypersensitivity

IDS 30 Audience seating

Design intent
This IDS section applies to performance venues, learning environments, auditoriums and anywhere in a building that provides audience or spectator seating. Not all disabled people will require wheelchair user accessible viewing spaces or amenity seating. Similarly, some ambulant disabled people may benefit from more enhanced seating options that provide more inclusive and accessible features, such as arm rests.

It is therefore important to ensure an appropriate level of accessibility for all seating within the venues. People with varying access requirements should also have a choice of seating positions and not only in areas that are available for wheelchair users and their companions.

Sightlines from seating are important to allow everyone to comfortably watch and enjoy the event and will need to be considered carefully, in particular from wheelchair user viewing spaces.

IDS 30.1 Seating: general

Inclusive Design Guidelines
All seating should meet the following requirements:

- the minimum number of wheelchair viewing spaces and ambulant seating options are provided in accordance with the BS 8300. This should apply to general admission areas along with any premium or V.I.P seating areas;
- where stages are provided, they should include step-free access and be accessible to performers and audience members;
- where a facility temporarily provides some areas as standing-only experience, additional accessible seating in other areas should be provided to compensate for the temporary loss of seats;
- some seats are to be located so that an assistance/guide dog can accompany its owner and rest in front of, or under, the seat (see IDS 40 Easy access/amenity seating);
- prefabricated, temporary or demountable seating all need to satisfy the same criteria to ensure suitably accessible facilities are available;
- barriers, balustrades, handrails and columns should not obstruct sight lines in venues; this is particularly important for people who may not be able to change their position due to their impairment;
- seat heights, widths and depths should be provided in accordance with the latest BS 8300 and relevant specific venue guidance, see Appendix 1 For more detail;
- seating is to contrast visually with the surrounding surfaces;
- be provided with an appropriate assistive listening system to allow people who have a hearing impairment to engage and listen to the performance. Facilities for audio description is recommended;
- free Wi-Fi for use of apps on mobile phones should be publicly available where practicable.

For interpreting purposes, provide:

- space at the front for a sign language interpreter where they can easily be seen;
- provision of seating which allows an easy view of the interpreter and the performance simultaneously;
- dimmable directional lighting, separate from the rest which can be controlled so the interpreter can easily be seen;
- screen captioning, such as Stage Text, with provision of seating to allow an easy view of the screen and the performance simultaneously.

IDS 30.2 Easy access/amenity seating

Inclusive Design Guidelines

Easy access/amenity seating will meet the following requirements:

- access/amenity seating can be incorporated with standard seating and located at a variety of locations and at all levels to provide a variety of locations at different levels;
- access to easy access/amenity seating should be accessed via as limited number of steps as possible and with suitable handrails to negotiate;
- where easy access/amenity seating is accessed via steps these are to be in accordance with IDS 22.3 Internal stairs;
- handrails, “P” grips or other forms of support are essential where access to easy access/amenity seating involves using steps;
- armrests give additional support and help people when sitting and standing. If some seats have fold down arms, the needs of a greater number of people will be met;
- located close to wheelchair and scooter storage space;
- seat width (measured from centre of seat to centre of seat) is at least 500mm when without arms and 550mm when provided with arms;
- seats provided at a suitable height for people with mobility impairments – between 450mm and 480mm is suitable;
- seating provided with sufficient depth in front of the seat for assistance dogs or mobility aids of at least 900mm (1200mm preferred);
- consideration needs to be given to users of mobility aids such as sticks and crutches and the need for safe storage of mobility aids when people are seated.

IDS 30.3 Wheelchair user viewing spaces

Inclusive Design Guidelines

Wheelchair user viewing spaces within audience seating is to meet the following requirements:

- step-free access should be provided to all wheelchair viewing spaces and the location and quantity of wheelchair viewing positions needs to have some flexibility, to allow increased provision as and when required by specific events;

- wheelchair user accessible viewing spaces should be large enough to accommodate mobility scooters, which can be larger, and are often less manoeuvrable than most manual or electric wheelchairs;
- each wheelchair user accessible viewing space to occupy a minimum area of 1400mm by 900mm wide, be on level ground and be set out as per the latest BS 8300, with careful consideration given to circulation and manoeuvring to and from these spaces;
- a mixture of fixed wheelchair spaces and removable seats should be provided to accommodate different seating layouts and varying numbers of wheelchair users and their companions; ideally some seats should be double width, to allow for use for a companion to sit immediately alongside and provide support (particularly helpful for an adult with a chid). Wider seats also make provision for larger people. Single seats with arm rests that retract can also provide flexibility for two seats to be combined;
- clear sightlines are important for some wheelchair users who may have limited neck and head agility. Sightlines for fellow audience members should not be compromised by the location of wheelchair user viewing spaces, this can be achieved through careful design including of the access routes and access to spaces for wheelchair users;
- viewing spaces should not be located in areas that may make people feel isolated from other members of the audience/spectators. They should be integrated to surrounding seating as much as possible to ensure they are part of the overall audience atmosphere and experience;
- VIP areas should be accessible and incorporate some wheelchair user viewing positions;
- wheelchair user accessible viewing spaces to be located within a 40m horizontal travel distance from the nearest accessible toilet. to ensure they are part of the overall audience atmosphere and experience
- VIP areas should be accessible and incorporate some wheelchair user viewing positions
- wheelchair user accessible viewing spaces to be located within a 40m horizontal travel distance from the nearest accessible toilet.

Case Study:
Wheelchair accessible viewing
All venues on the Park provide wheelchair user accessible viewing positions like these at the Copper Box Arena and London Stadium. Easy access/amenity seating is also provided to support ambulant disabled people. The keyis flexibility to provide choice and allow people to sit together and in groups depending on demand.

IDS 31 Refreshment facilities for visitors

Design intent
It is important that space planning for refreshment facilities considers the diverse needs of both staff and users from the outset. Refreshment facilities may include cafes, bars and restaurants within buildings or external spaces that are open to the public and/or visitors. Where they are provided it is important to ensure they are designed to be inclusive to all.

Inclusive Design Guidelines
Refreshment facilities will meet the following requirements:

- where provided they should include adequate toilet provision, including accessible toilets, refer to IDS 23 for toilet facilities;
- facilities should not reduce the access route widths below IDS 21.2 Corridors and passageways. The circulation routes that are maintained should be located in a logical and navigable position to allow ease of movement through and past the area;
- where refreshment facilities are located in the external environment, furniture placement should be carefully considered and should not become a hazard for pedestrians;
- where food is provided, there should be a good choice to accommodate a wide range of visitors including gluten free, vegetarian and vegan options as well as kosher and halal food and allergy information should be clearly displayed and readily available;
- This guidance does not include regulatory requirements around catering and refreshment facilities which will need to be observed;
- furniture should be placed in a regular and logical layout rather than in a random pattern to assist people and access between furniture should be as per IDS 21 Horizontal circulation or the latest BS 8300, whichever is greater. Flexibility to rearrange furniture for particular events may be helpful, especially where the same space is used for different functions at different times of the day.

Finishes

- many people find refreshment areas too noisy, especially people with hypersensitivity. Hard finishes are easier to clean but often result in higher noise levels due to the lack of sound absorbance. Soft finishes such as curtains, cushions or seat pads, or acoustic panels to the underside of tables, and breaking up large spaces with acoustic screens can be beneficial;
- definition of seating and activity areas by different colours of floor finishes should be avoided as this can contribute to sensory overload and be interpreted as a level change. Defined areas can be provided by using different textures such as vinyl, wood and carpet in a similar colour.

Furniture

- tables should have a clear under-surface height of 700mm–800mm[62] to allow a wheelchair user to draw in;
- seating in dining areas should be planned so that wheelchair users can sit alongside companion(s). Flexible seating options should be demonstrated to allow flexibility for last minute bookings or arrivals;
- furniture should have rounded corners to prevent injury from sharp corners;
- seating should be provided wherever people might need to wait and be arranged to allow wheelchair users to sit alongside others without obstructing circulation routes see IDS 7.3 for Seating;
- a choice of seating is to be provided, including some with both back and arm rests and with a seat height of between 450mm and 480mm above finished floor level;
- furniture is to contrast visually with the surrounding surfaces and against the background it is seen upon.

Counters

- counters should be a minimum 800mm deep where a seated staff member and visitor are facing each other, and one is a wheelchair user;
- provide a section lowered to 750mm–800mm or provide a shared countertop height of 850mm above finished floor level;
- self-service counters and with a tray slide should be at a continuous height of 850mm above finished floor level, with the tray slide positioned at 800mm above finished floor level[63];

62 BS 8300-2:2018 Section 20.6 Refreshment buildings, including public house, restaurants and cafes
63 PD CEN-TR 17621-2021 Section 17.4.8

- where shelves are provided to reach self-service food and drink, they should be at a maximum height of 1100mm above finished floor level;
- where knee recess is provided a clear space of 700mm–800mm is provided underneath the countertop height and or tray slide;
- assistive listening systems such as a portable induction loop to be fitted at counters, see IDS 39 Communication systems;
- good lighting should be provided within refreshment facilities to help aid people's ability to lip-read;
- food displays should be viewable by wheelchair users and people of short stature.

IDS 32 Tea points

Design intent
Where tea points, often referred to as shared refreshment facilities, are provided in workplaces and community facilities, it is important they are designed to be as accessible as possible. Tea points are not kitchens and are typically only designed to allow for users to make a hot or cold drink or sometimes to reheat food or create sandwiches etc. If cooking is to be undertaken, then reference should be made to the latest BS 8300[64] and IDS 37.4 for Accessible kitchen facilities.

Inclusive Design Guidelines

- a tea point should be designed to the latest BS 8300[65] and provide a shared worktop height of 850mm above finished floor level and a knee recess a minimum of 700mm above finished floor level and 800mm wide;
- a shallow sink no more than 150mm deep is provided and ensures a minimum of 700mm knee recess height is maintained. The underside of the sink should be heat insulated;
- the tap is positioned so that it is within an easy reach range no deeper than 180mm. Positioning the tap at the side of the sink can help achieve this;
- a swivel neck tap is recommended as this allow the tap to be positioned over the adjacent worktop to support a cup being filled. The tap should be lever operated and clearly indicated the hot and cold setting;
- the use of marine edge or waterfall edge countertop is highly recommended to help mitigate any hot water spilling onto a person or floor surface;
- any instant hot water or cold water drinking systems should be positioned so that they are easy to reach, and controls can be used with one hand and a closed fist;
- any shelves intended to be accessible to wheelchair users should be no higher than 1150mm above finished floor level. Alternative storage solutions should be carefully considered at lower levels;
- wall cupboards that have sliding doors or smaller (300mm) double doors are generally safer as they do not project beyond the worksurface when left in the open position. Handles should be easy to grip and use with one hand and/or a closed fist and should contrast against the surface they are see upon;
- if microwave facilities are provided, at least one should be placed on a worksurface no higher than 850mm level and controls with controls no higher than 1150mm.

64 BS 8300-2:2018 Section 19.1 Kitchen areas
65 BS 8300-2:2018 Section 19.1.3 Work surfaces

IDS 33 First aid facilities

Design intent
Where first aid facilities are provided it is important that such facilities are designed to meet the diverse needs of those using the building and specifically the latest version of the 'First aid at work The Health and Safety (First Aid) Regulations 1981'.

Inclusive Design Guidelines
First aid facilities are to meet the following requirements:

- the room is to be large enough to contain an adjustable height changing bench and have sufficient space for a wheelchair user to manoeuvre easily;
- preferably close to toilets, including accessible toilets and the Changing Places facility where provided (see IDS 23.8 Changing Places Facility);
- have washable surfaces and adequate heating, ventilation and lighting and be kept clean, tidy and accessible so that it is available for use at all times;
- be clearly signposted and identified. Display notices on the door advising the names and locations of first aiders;
- include an area in close proximity where people can be seated while waiting with:
- a mixture of seating with armrests, see IDS 7.3 Seating/rest points;
- space for a wheelchair user to pull up alongside a seated companion;
- have an area for treating sitting patients;
- have a doorway large enough to allow access for a stretcher;
- have good visual contrast between the main features, equipment and controls and the background against which it is seen.

IDS 34 Multi-faith facilities

Design Intent
As part of user group consultation, community and key stakeholder engagement, any specific requirements around faith such as dedicated spaces for different users should be explored and appropriately addressed in the facilities provided. When designing and providing multi-faith spaces, these facilities should ideally be dedicated faith spaces and should not have a multi-purpose use as this can create conflict in user requirements, this is particularly true for quiet rooms which are intended to be used readily on a reactive basis if someone is distressed.

It is important to ensure that one faith does not dominate the space, and that it remains equally respectful for all beliefs. Multi-faith spaces should be available to people of all faiths or no chosen faith (for example, mindfulness or meditation may not be related to a particular faith but a space is still beneficial).

Multi-faith rooms can create some potential conflict between people of different faiths, but this can usually be effectively managed with appropriate protocols in place. High level monitoring of the amount and type of use can be helpful in ensuring that the space remains equitable for all to use and to assess if more facilities are required when opportunities arise, or changes would be beneficial. Feedback should also be sought periodically.

Some faiths may need associated ablution facilities for ritual washing before prayer, so consideration during the design and planning process will need to be given to this.

Faith facilities
The design and type of faith facilities should be informed by engagement with both existing and wider potential users to determine the size, design and specific mix of facilities to be provided. In a religious building, for

example, these are likely to be for a single faith but in most other circumstances consideration should be given to multi faith facilities or provision of more than one space to allow for different beliefs.

Spaces intended for faith use should be located appropriately in areas where people can pray or meditate undisturbed by other activities in the building and where people feel safe and comfortable to go.

Multi-faith facilities:

- a space that can be divided into a minimum of two (and where possible four areas) with two entrances to accommodate segregated male and female users;
- have an engaged indicator and notices about use protocol;
- cleanliness plays a part in most religions, particularly Islam, consideration may need to be given to creating a 'clean zone', which can, through the use of a different floor material, indicate where people should remove footwear i.e. the space should be arranged to allow separation for people who wish to remove shoes, and people who do not;
- some enclosed storage (such as a cupboard with shelving) to accommodate prayer mats, shawls, religious texts and other religious items;
- consideration to the number of people who can use the space should be carefully planned. For context a clear floor space for a practicing Muslim is typically 7500mm wide by 13500mm[66] deep. Space for other religions can be based on furniture sizes for seated prayer with or without kneelers. Provision should be made for at least one wheelchair user in each compartment or zone;
- tables and chairs could be provided in the room (if user consultation identifies a need for this) to allow for use to study or read religious texts. In multi-faith or shared use spaces, any furniture, if provided, be flexible and easy to move, stack or store elsewhere;
- the interior design of the room should be conducive to quiet contemplation so acoustics may need to be considered to minimise any noise transmission from adjacent areas as well as absorbing sounds generated within the multi-faith room;
- allow users of the room to enter and exit the room without passing in front of other users during prayer;

66 Sport England Accessible and Inclusive Sport Facilities (AISF) Part C section 5.7.2.

- have no religious pictures, symbols or images in the room, with the exception of a small Qibla (Direction of Makkah) sign on the wall or ceiling. Pictures of nature can be provided but other artwork should be avoided or introduced after careful consultation;
- be appropriately lit. Lighting should be adjustable in both colour temperature and brightness, and it is helpful to provide battery operated candles;
- have un-patterned flooring, in a muted colour and be easy to clean;
- have a shoe rack of adequate size for anticipated number of users provided near to the points of entry without impacting wheelchair access.

Ablution facilities

Dedicated ablution/wash facilities can be important to some faiths. It is beneficial to identify and plan for these early and should be influenced through user/stakeholder consultation.

Considerations for ablution facilities include:

- whether they can be accessed from within the prayer room or are provided separately. When access to ablutions is provided within the prayer room, care should be taken to ensure no water can transgress on foot or clothing from the ablution area to the prayer space;
- where ablutions are provided within toilet accommodation or single sex communal wash facilities (such as changing rooms where applicable) they should be located as close as possible to these facilities;
- ablution facilities that have mixed use e.g. alongside toilets or changing areas, or for male and female faith use, should provide adequate privacy, typically in rooms with full height walls rather than cubicles or curtains with gaps;
- at least one ablution position should be step-free and spatially accessible to wheelchair users demonstrating a clear 1500mm turning circle;
- easy to use taps/controls, in particular for people with reduced/limited manual dexterity. An adjustable/detachable shower head for face, arm and feet washing;
- consideration should be given to supportive seating in the ablution space;
- a non-fixed seat with arm rests, preferably height adjustable;
- a horizontal grab rail adjacent to the seat;
- a drop-down horizontal grab rail on the rear wall;
- a low shelf for dry storage of clothes.

Multi-faith facility at Westfield Shopping Centre

IDS 35 Finishes

Design intent
The choice of finishes will be critical for many people in ensuring that they are able to use buildings inclusively and safely. This can range from ensuring suitable materials with the correct acoustic properties are used to create a comfortable space to the different use of patterns and reflective surfaces, which can cause difficulties for users with sensory processing difficulties or visual impairments.

Flooring systems used need to ensure that all people can travel horizontally conveniently, safely and without discomfort. Choosing the appropriate floor, wall and ceiling materials that are not overly patterned and contrast visually with adjacent surfaces will be important to ensure users can easily perceive the space they are in.

For further guidance on avoiding sensory overload and best practice guidance when it comes to finishes, patterns and materials, reference should be made to PAS 6463 Design for the Mind – Neurodiversity and the Built Environment.

IDS 35.1 Glazing

Inclusive Design Guidelines
Design criteria for areas with glazing:

- glazed facades with fully glazed frameless entrance doors must clearly show the position of the doors on all directions of approach. This can be achieved with appropriate manifestation to differentiate between the fixed glazed façade and doors;
- careful consideration should be given to the potential glare and reflection that can be caused by the use of glass;
- where glazing is used, consideration should also be given to where this is and if this could lead to upskirting on individuals in a building;

- full height glazing that could be mistaken for an opening should be clearly identified with permanent visually contrasting (under both natural and artificial lighting) manifestations within two zones and be designed to BS 8300;
- the edges of a glass swing door that projects into a circulation space should be visually apparent when the door is open.

IDS 35.2 Floor surfaces

Inclusive Design Guidelines

Design criteria for floor surfaces:

- to be firm and specified with an appropriate slip resistance, even during wet conditions. Reference should be made to BS 8300 for more information;
- glossy or highly polished materials are not to be used as they can appear wet and therefore 'slippery' (even if they are not), they can also cause reflective glare that can confuse people;
- matting and carpets to have a shallow, dense, non-directional pile. Any flooring material like this should also be firmly fixed to ensure safety and that it does not create a trip hazard;
- large or repeating patterns should not be used if they involve block patterns with bold and contrasting colours, which can create the impression of level changes, steps or even a hole in the floor;
- where floor surfaces change in colour and finishes, ensure a gradual change with a maximum of 10 points LRV difference between the two materials;
- attention should be given to flooring details at changes in level and at floor junctions. No trip hazards should be created.

35.3 Visual contrast

Inclusive Design Guidelines

In order to facilitate orientation and ensure the safe use of the built environment visual contrast is to be provided between adjacent surfaces to highlight potential hazards and to promote the legibility of graphical information. People with visual impairments and sight conditions benefit from good visual contrast which can help them navigate the built environment more easily and independently.

The minimum difference in the LRV should be achieved or exceeded at time of specification and maintained throughout the life of the building elements and in all conditions i.e. when wet or dry. Deterioration and maintenance should be considered at specification.

Visual contrast in the UK is commonly measured by comparison of light reflectance values (LRVs). The LRV is defined as the proportion of light reflected by a surface and is measured on a scale from 0 (pure black) to 100 (pure white). The difference in LRV is simply the numerical difference between the values of two adjacent surfaces. For the purposes of these Inclusive Design Standards LRV is used to define visual contrast, however, refer to Appendix 1 for additional notes on visual contrast.
Visual contrast is to be in accordance with the following table.

Visual task	Recommended difference on the LRV scale
Door opening furniture and cupboard furniture	A minimum of 15 points LRV difference
Large surfaces areas i.e. walls, floors, doors and ceilings	A minimum of 20 points LRV difference when lighting is 200 Lux or more A minimum of 30 points LRV difference when lighting is less than 200 Lux
Elements and components to facilitate orientation i.e. handrails, tactile warning surfaces and visual indicators on glazed areas	A minimum of 30 points LRV difference and greater
Potential hazards and self-contrasting markings i.e. visual indicators on step nosings	A minimum of 30 points LRV difference, recommended to be greater than 60 points
Signage, text and information	A minimum of 70 points LRV difference between letters, symbols or pictograms and the signboard and between the signboard and background.

IDS 36 Signage and wayfinding

Design Intent

Signage and wayfinding should be treated as an important part of the design of the built environment that can help a wider range of users and create a more inclusive environment. The ease of orientation in and wayfinding around a building is determined by its inherent legibility and is supported by information systems and signage. Clear and accessible signage and information is therefore important, especially for people who might be unable to ask, or feel uncomfortable about asking, for directions.

Signs should form part of an integrated communication scheme that gives clear directions, information and instructions for the use of a building. They should support a wayfinding strategy that takes into account the requirements of different types of building users as well as the complexity of the building layout.

The effectiveness of information and signage is determined by the location, layout and height of signs, the size and case of lettering, the size of symbols and reading distances, visual contrast, the finishes of the materials used for signs, the quality of lighting and integration with any other communication systems or formats.

Similarly, a good wayfinding strategy is to consist of a combination of features in addition to signs, such as unique features (e.g. sculptures, pictures, wall colours, other distinctive in the built environment), the layout of the space, digital technology and the use of robust management procedures and staff support.

As no single format can communicate information to everyone, some duplication in different formats is essential. Information may take the form of visual, audible or tactile information.

Inclusive Design Guidelines

Design criteria for signage and wayfinding:

- Signage and wayfinding should be designed to BS 8300. Refer to Appendix 1 for additional detail and guidance for signage and wayfinding;
- the layout of the building is clear, logical and easy to remember. Complex and confusing building layouts should be avoided. Consideration should be given to the use of appropriate wall and floor finishes to help with navigational information;
- advance preview and information of the building should be provided to help users plan their journey and what to expect when they arrive. This can range from how to get to the building by different forms of transport, what to expect on arrival to virtual tours and typical busy and quiet times;
- information and direction signs should be provided at decision points such as lift lobbies, junctions of circulation routes, key locations such as reception points, at facilities such as toilets, and in rooms, spaces and counters where induction loop systems are fitted;
- for complex buildings or buildings to be used infrequently by members of the public, orientation information should be provided in accessible places alongside the main accessible route, or clearly visible from the entrance to the building
- signs should be easy to understand with consistent design, names of destinations and locations throughout a building;
- key location information, such as sign directories, orientation signage and plans, should be both visual and in tactile form where low enough to be touched; where practicable, audible information is recommended;
- the use of well-contrasted tactile text and symbols can cater for both sighted and blind/partially sighted users. People who do not read Braille can still identify, or be aided by, tactile information;
- directional signs should readily identify and easily distinguish accessible routes, including egress routes;
- universally recognised public information symbols should be used to replace text, wherever possible, any other symbols should be used in conjunction with text;
- directional signs should be placed on fixed parts of the building such as walls, posts and floors. For buildings that have multiple levels, it should be clear from the signage what level users are on;
- directional signs should be suspended from the ceiling in areas where they are not visible due to large crowd;

- text entirely in upper case type (capitals) should not be used. Any sans serif typeface with a relatively large x-height (lower case letter height) to capital height should be used;
- information, where practicable, should be complemented by audible information for people who are blind or partially sighted. There are a number of smartphone-based technologies available to support this.

IDS 37 Purpose-built student accommodation

Design intent
To ensure the student's whole educational experience is inclusive, student sleeping accommodation should be inclusive to all, along with all associated shared student amenities and facilities and circulation routes.

Purpose-built student accommodation differs from other residential accommodation including hotel accommodation, as students have to book or reserve their accommodation in advance, giving a significantly longer period of notice for the estates management team to prepare With a degree of flexibility and easy adaptability, management are able to ensure that accessible accommodation is arranged and that the correct equipment and facilities have been installed to suit an individual disabled student's need.

'Easily adaptable' accommodation means that it should already have the correct spatial requirements, power socket locations, sanitaryware positions and reinforced wall panels to accommodate grab rails. However, it does not have to accommodate all of the grab rails and fixture, fittings and furniture upon completion[67]. An "easily adaptable" room should not require any construction works.

37.1 Student accommodation general

Inclusive Design Guidelines
The following should be considered:
- ensure that disabled students and visitors can live in and visit the development as a whole, including social spaces and amenities, not just the accessible bedrooms;

67 BS 8300-2:2018 Section 19.2.1.3.1 Accessible student accommodation design

- a minimum of two lifts should be provided in each core, with at least one being a fire evacuation lift, to ensure that step-free access can be maintained in the event of breakdown or periods of maintenance;
- provision of designated Blue Badge parking bays for disabled students that need a car to live independently should be provided;
- a robust emergency evacuation strategy should demonstrate how students, particularly students with assisted evacuation requirements, can independently evacuate the building;
- a robust management, implementation and operation strategy is considered for how adaptations can be made for students when required.

IDS 37.2 Accessible student room strategy

Inclusive Design Guidelines

To ensure suitable choice for students who require an accessible bedroom, purpose-built student accommodation should:

- be designed to ensure sufficient choice for students who require an accessible bedroom with a choice of room sizes, locations throughout the building and rent, carefully planned;
- ensure all students, including wheelchair users, can access communal facilities, including communal kitchens to participate in social activities and to avoid creating a sense of isolation;
- ensure the percentage of wheelchair accessible bedrooms should be as a minimum set out in accordance with the latest BS 8300 and London Plan Guidance for Purpose-built student accommodation[68].

As a minimum the strategy should be:

- one room or 4% (whichever is greater) to be wheelchair accessible, in accordance with BS8300-2 Figure 52 & 54, and provide a bathroom as per Figure 30 or 33 from the outset;
- one room or 1% (whichever is greater) is provided with a tracked hoist as per BS8300-2 Figure 52 and 54 and provides a bathroom suitable for a hoist as per BS8300-2 Figure 31 or 32. Note: where the hoist room is provided an adjoining room and connecting door for an assistant or companion is provided;

68 Purpose-built Student Accommodation LPG (2024)

- the remaining 5%, to provide a total of 10%, are easily adaptable wheelchair accessible rooms for independent use. These room should spatially meet BS8300-2 Figure 52/54 and Bathroom as per BS8300-2 Figure 30 but are not required to provide all features i.e. grab rails from the outset. See IDS 37 Student accommodation general.

Note: if all student bathrooms are created with a level access or low-level shower tray, the facilities become much easier for all ambulant disabled people to use.

IDS 37.3 Accessible student room design

Inclusive Design Guidelines

Wheelchair accessible student rooms design criteria:

- be designed to meet BS 8300;
- an entrance door that is a minimum of 850mm clear opening width, provides a minimum 300mm nib (600mm preferred) to the pull side of the door and has a fused spur to allow for future automation if required;
- beds should allow for toe/footrest space beneath them to maximise manoeuvring for a wheelchair user;
- bedside tables should not be fixed to allow them to be moved easily;
- wardrobes should be open fronted and have adjustable height shelving and hanging systems. Where this is fixed one low and high rail should be provided at heights of 1050mm and 1400mm above finished floor level;
- desks should ideally be height adjustable to allow flexibility for different users. Where fixed desks are provided, they are a minimum of 730mm–750mm above finished floor level, have a depth of 600mm and have a minimum knee recess height clearance of 700mm;
- shelving and storage units should be positioned as per BS 8300. It may be reasonable to provide higher or lower storage outside a wheelchair users reach range to allow for flexibility for different users who may use these rooms including ambulant disabled people;
- heating systems should not reduce circulation widths within the room, impede in key circulation spaces within the bathroom and should be low surface temperature;
- a wheelchair storage and charging space should be planned to allow a wheelchair user to transfer chairs or charge their electric chair. The charging space should be agreed with and designed with a competent fire professional. This space should be a minimum of 1700mm wide by 1100mm deep and should be accessible from a minimum circulation width of 1200mm.

IDS 37.4 Accessible student kitchens

Inclusive Design Guidelines
Accessible student kitchen design, which includes either a shared communal kitchen or a kitchen within a self-contained room, should adopt the following minimum criteria:

- 1500mm by 1500mm manoeuvring space in front of the kitchen worktop for a private individual kitchen (studio) or 1800mm by 1800mm within communal kitchens;
- the worktop is height adjustable to allow for flexibility to all users, including those who are disabled or ambulant disabled, in line with BS 8300;
- knee recesses should be provided under key areas such as the sink and the hob;
- knee recess should be positioned to give wheelchair access to one side of appliance such as refrigerators, washing machines, freezers and ovens;
- the hob and sink should be provided on the same run of worktop to minimise travel distance and allow anyone with poor grip to slide objects from one area of the worktop to the other. A heat-resistant worktop should be provided;
- in a wheelchair accessible studio, where the kitchen worktop is smaller, designers should provide suitable alternative space to prepare food on;
- marine edge or waterfall edge worksurface should be considered to help prevent hot liquids from running onto users;
- shelf and storage heights should be set out as per BS 8300;
- switches and sockets should be positioned within easy reach from the front of the worktop. Rise and fall worktops should incorporate sockets at the side of the worktop a minimum of 300mm from a corner;
- a sink should have a maximum depth of 150mm and be suitably insulated underneath to protect from burns;
- a mixer tap should be provided to the side of the sink, no more than 180mm from the worktop front edge. The tap to the sink should be lever operated and have a swivel neck to allow the outlet to be located over the adjacent worktop to support pans or cups being filled;
- the hob and the oven should be height adjustable or fixed, with a pull-out shelf beneath the oven, set out as per BS 8300;
- extractor fan controls should be within reach of a wheelchair, typically between 900mm and 1100mm above finished floor level or also controllable by a remote device.

IDS 38 Hotel, visitor and overnight accommodation

Design intent
Hotels, aparthotels and other forms of visitor accommodation should offer the highest level of inclusive design and flexibility in order to cater for a wide range of user needs, including family accommodation and accessible provision for disabled people.

Hotel accommodation is very different from student accommodation in that there is very little notice for adjusting accommodation to meet requirements. Hotel accommodation should be accessible from the outset and when it comes to being defined as 'easily adaptable' this means the room incorporates the correct spatial requirements as a wheelchair accessible room and it cannot involve knocking down walls or repositioning services and drainage.

IDS 38.1 Hotel and visitor accommodation: general

Inclusive Design Guidelines
The following should be considered:

- ensure that all guests and visitors can stay in and visit the development as a whole, including social spaces and amenities, not just the accessible bedrooms;
- mobility scooter storage and charging should be considered for guests on an accessible level. Where this is provided it should be developed with a fire professional;
- a robust emergency evacuation strategy should demonstrate how guests, particularly people with assisted evacuation requirements, can independently evacuate the building;

- a management and operation strategy should be in place for modest adjustments and provision of assistive equipment such as a shower stool, or under pillow vibrating alarm/alert (in addition to visual and audible fire alerts as with hearing loss or wearing ear plugs not everyone will awake from a deep sleep) or consideration for provision of mini fridges for storing medication;
- where applicable in standard provision, provide a choice of accessible room sizes, locations and choice of bathrooms. The strategy for wheelchair accessible rooms should be accordance with the relevant local planning policy and BS 8300 and provide:
- at least 10% of bedrooms to be wheelchair-accessible in accordance with BS8300-2 Figure 52 incorporating bathroom or either Figure 30 or 33. It is recommended that at least one room with a hoist as per Figure 31/32, with an adjoining room and connecting door is provided to help provide additional flexibility.

or

- 15% of bedrooms to be accessible rooms in accordance with the requirements of BS8300-2 19.2.1.2. This consist of:
- one or 5% of rooms as wheelchair accessible rooms in accordance with BS8300-2 Figure 52 incorporating bathroom or either Figure 30 or 33;
- one or 1% of rooms with a tracked hoist with a bathroom as per BS8300-2 Figure 31 or 32 and an adjoining room with a connecting door. Note, a mobile hoist is not considered acceptable;
- one room or 5% as ambulant accessible rooms, with a bathroom as per BS8300-2 Figure 53;
- the remaining 4% of rooms to be large enough for easy adaption, see definition above.
- In existing hotels, to achieve the highest levels of Inclusive Design the aim should be to improve on the current provision where feasible and practicable to do so. This IDS and the BS 8300 should be referred to for guidance.

IDS 38.2 Accessible hotels rooms

Inclusive Design Guidelines

Accessible hotel rooms design criteria:

- be designed to meet BS 8300;• an entrance door that is a minimum of 850mm clear opening width, provides a minimum 300mm nib (600mm preferred) to the pull side of the door and has a fused spur to allow for future automation if required;
- beds should allow for toe/footrest space beneath them to maximise manoeuvring for a wheelchair user;
- bedside tables should not be fixed to allow them to be moved easily;
- wardrobes should be open fronted and have adjustable height shelving and hanging systems. Where this is fixed one low and high rail should be provided at heights of 1050mm and 1400mm above finished floor level;
- desks should ideally be height adjustable to allow flexibility for different users. Where fixed desks are provided, they are a minimum of 730mm–750mm above finished floor level, have a depth of 600mm and have a minimum knee recess height clearance of 700mm;
- shelving and storage units should be positioned as per BS 8300. It may be reasonable to provide higher or lower storage outside a wheelchair users reach range to allow for flexibility for different users who may use these rooms including ambulant disabled people;
- heating systems should not reduce circulation widths within the room, impede in key circulation spaces within the bathroom and should be low surface temperature;
- a wheelchair storage and charging space should be planned to allow a wheelchair user to transfer chairs or charge their electric chair. The charging space should be agreed with and designed with a competent fire professional. This space should be a minimum of 1700mm wide by 1100mm deep and should be accessible from a minimum circulation width of 1200mm.

IDS 38.3 Ambulant accessible hotel rooms

Inclusive Design Guidelines

Ambulant accessible hotel rooms should meet the following criteria:

- be designed to meet BS 8300;
- provide a room with more enhanced features suitable for ambulant disabled people, including additional circulation space around the bed and to key amenities;
- a bathroom that meets BS8300-2 Figure 53 or can demonstrate the same features and key manoeuvring zones, so it is usable by ambulant disabled people[69];
- shelving and storage units for ambulant disabled people who can stand should be positioned between 700mm–1625mm above finished floor level.

69 Additional good practice: AISF Part D section 2.2.2 for ambulant accessible showers and section 2.3.6 for Ambulant accessible toilet and shower room

IDS 39 Communication systems

Design intent

In the UK there are over 18 million people who are Deaf, have hearing loss or tinnitus[70], therefore approximately 1 in 4 people have some form of hearing loss, which is often accompanied by balance issues.

An assistive listening system (ALS), (historically called a hearing enhancement system) enables a variety of sound signals to be transmitted to people who are deaf and hard of hearing without interruption from background noise or reverberation, helping them to make the most of their hearing ability. There are several types of ASLs from induction loops to infrared systems and different technologies will be better suited to some spaces than others.

In addition to people with a hearing impairments or loss, people who experience sensory processing differences and hypersensitivity to sound can also find assistive listening systems beneficial.
If someone has hypersensitivity to sounds AwSLs may be used to help cut out background noise and aid concentration.

Tinnitus is a common problem for many people. There are technologies in place to help people with Tinnitus, including sound relaxers, sound pillows and white noise devices which may be listened to aloud or via headphones. Lastly, there are specific hearing aids that can be worn for Deaf people who also have Tinnitus, to reduce or eliminate the effects of this condition.
Whilst not an auditory output, other assistive listening technology which may help individuals with sensory processing challenges include captions, speech-to-text or text-to-speech software.

As there are several types of assistive listening systems, engaging a specialist ASL provider is recommended to assess the environment and the best type of communication system for the intended outcomes.

70 Royal National Institute for Deaf People (RNID)

Inclusive Design Guidelines

Design criteria for communication systems:

- a communication system should be provided in accordance with the BS 8300

Further considerations are:

- where audience seating provision includes a public address system, this should be supplemented with an assistive listening system;
- signs should be provided in public buildings to inform Deaf people where an ALS is available and where any wearables are available, such as neck loops linked to an ALS. These signs should incorporate the appropriate international symbol to indicate the presence of an ALS and the type. See PAS 6463 Table C1 for the appropriate symbols;
- where a building includes spaces where announcements are transmitted via a PA system, consider making the same information available in text form in addition
- to provide commentaries (audio description) to assist people who are blind or partially sighted during events/performances.

IDS 40 Emergency egress

Design intent

Buildings should be designed to reduce the need to rely on high levels of staff management during an emergency and where practicable and feasible to do so, provide step-free egress to provide more dignified and independent evacuation of buildings and space for all users, including disabled people. In most cases, the best solution is the provision of fire evacuation lifts as they provide the safest, most dignified and independent egress.

Consideration should be given to how persons with specific requirement in an evacuation may be impair on their ability to self-evacuate. Safety procedures should be developed to avoid confusion and conflict between people requiring step-free egress routes and people able to use stepped egress routes during emergency evacuation.

Inclusive Design Guidelines

Design criteria for independent emergency evacuation:

- a robust emergency evacuation strategy is developed by a competent Fire Professional that demonstrate how safe, dignified and independent egress is achieve from a building
- consideration should be given to ensuring:
  - –buildings are designed and built to accommodate robust emergency evacuation procedures for all building users, including those who require level access. All building users should be able to evacuate from a building with dignity and by as independent means as possible. Emergency carry down or carry up mechanical devices or similar interventions that rely on manual handling are not considered to be appropriate, for reasons of user dignity and independence;

-the installation of lifts is considered for evacuation purposes (accompanied by a management plan) as they can provide a dignified and more independent solution. In all buildings where lifts are installed a minimum of at least one lift per core (or more subject to 'capacity assessments and agreement with the fire professional) is to be provided to evacuate people in the event of fire
-other proposed emergency egress solutions should be clearly justified with reasoning and rationale and be presented and consulted with local disabled people including BEAP
-escape routes are designed to consider the needs of people who have sensory processing differences, including the provision of appropriate orientation information. See PAS 6463

Appendices

Appendix 1 – Bibliography

Existing good practice guidance and standards that design teams may also refer include but are not restricted to:

Legislation
- The Equality Act 2010
- Regulatory Reform (Fire Safety) Order 2005.
- Building Safety Act 2022

Planning
- London Plan, 2021
- The National Planning Policy Framework, 2024
- LLDC Local Plan 2020-2036, 2020

LLDC Policies
- Design Quality Policy
- Equality and Inclusion Policy
- Inclusive Design Strategy
- Delivering excellence
- Green Infrastructure guide
- Park Design Guide
- LLDC Preparing for a 1.50C future

LLDC Guides
- Park Design Guide
- Creating Places that Work for Women and Girls – Handbook for Local Authorities, Developers and Designers

Building Regulations
- Approved Document K – Protection from falling, collision and impact, 2013
- Approved Document M – Access to and use of Buildings Vol 1: Dwellings, 2015, incorporating 2016 amendments
- Approved Document M – Access to and use of Buildings Vol 2: Buildings other than dwellings, 2015, incorporating 2020 and 2024 amendments
- Approved Document T – Toilet accommodation, 2024

British Standards
- BS 5395-1 Stairs – Code of practice for the design of stairs with straight flights and winders, 2010
- BS 6440:2011 Powered vertical lifting platforms having non-enclosed or partially enclosed liftways intended for use by persons with impaired mobility. Specification
- BS 8300-1:2018 Design of accessible and inclusive built environment Part 1: External Environment
- BS 8300-2:2018 Design of accessible and inclusive built environment Part 2: Buildings
- BS EN 115-1:2017 – Safety of escalators and moving walks – Construction and installation

Department for transport
- Inclusive Mobility: A guide to Best Practice on Access to Pedestrian and Transport Infrastructure, 2021
- Inclusive mobility: Using tactile paving surfaces, 2021

GLA/TfL
- Accessible London SPG, 2014
- Housing Design Standards LPG, 2023
- Healthy Streets for London, TfL, 2017
- Housing Supplementary Planning Guidance, GLA, 2016
- Large-scale purpose-built shared living LPG, 2024
- London Cycling Design Standards, TfL, 2016
- Mayor's Transport Strategy, GLA, 2018
- Olympic Legacy Supplementary Planning Guidance, GLA, 2012
- Purpose-built Student Accommodation LPG, 2024
- Play and Informal Recreation SPG, 2012
- Making London Child-Friendly, 2020
- GLA Safety in Public Spaces Women, Girls and Gender Divers People, 2022
- Walking action plan. Making London the world's most walkable city, GLA, 2018

Other Good Practice Guidance

European and International
- ISO 21542:2021 – Building construction – Accessibility and usability of the built environment
- EN 17210:2021 – Accessibility and usability of the built environment – Functional requirements
- PD CEN-TR 17621:2021 – Accessibility and usability of the built environment – Technical performance criteria and specification

Audience and spectator
- Entertainment – Association of British Theatre Technicians Technical Standards for Places of Entertainment (Yellow Guide)
- Sports and Leisure facilities – Sport England AISF Part C section 9
- See also Sports section below

Assistive listening systems
- Sport England's Accessible and Inclusive Sports Facilities Part C Section 6.5 for Assistive Listening Systems
- BS 8300-2:2018 Section 13

Changing places
- Changing Places: the practical guide, Changing Places Consortium, 2013

Cycling
- Department for Transport Cycle Infrastructure Design, Local Transport Note 1/20, 2020
- Transport for London (TfL) London Cycling Design Standards, 2014
- Wheels for Wellbeing, A Guide to Inclusive Cycling, 2020

Electric vehicle parking
- PAS 1899:2022 Electric Vehicles Accessible Charging Specification

Healthcare
- NHS Health Building Notes (HBNs) accessed via NHS website

Historic and listed buildings
- Historic England Easy Access to Historic Buildings
- Easy access to Historic Landscapes, 2015

Hotels and visitor accommodation
- Visit England toolkit, 2023 accessed via Visit England Website
- Inclusive Hotels Network, Access to Hotels for People with Hearing Impairments, 2017
- Inclusive Hotels Network, The Use of Hoists in Guest Accommodation, 2018

Multi-faith and ablution
- Sport England Accessible and Inclusive Sport Facilities (AISF) Part C for Multi-faith spaces and Part D for Ablution facilities, 2024
- Diversity Matters, A Guide to Best Practice Multi-faith Room Design

Play
- Playful Cities Design Guide, Play for Anyone Anywhere, 2023
- GLA Making London Child Friendly – Designing places and streets for children and young people, 2020
- RTPI Child and town planning, creating places to grow, practice advice, 2021

Residential
- The Inclusive Housing Design Guide, Habinteg and CAE, 2024
- Age-friendly Housing: Future design for older people, Porteus and Park, RIBA Publishing, 2018
- Housing Design Guidance and Standards in Relation to Faith and Culture report, JCT Business Solutions, commissioned by LLDC, 2011
- Housing our Ageing Population: Panel of Innovation (HAPPI), 2009

Sensory friendly design, neurodiversity and dementia
- PAS 6463:2022 – Design for the mind, Neurodiversity and the Built Environment, 2022
- Mayor of London Dementia Friendly Venues Charter, 2021
- The Alzheimer's Society Dementia Friendly Environment Checklist
- Dementia Services Development Centre, University of Stirling Environmental Toolkits and Design Guides
- Royal Town Planning Institute, Dementia and Town Planning – Creating better environments for people living with dementia, 2020

Signage and wayfinding
- BS8300-2:2018 Section 12
- The Sign Design Guide +: A guide to designing inclusive wayfinding

information, 2024
- Sport England Accessible and Inclusive Sport Facilities – Part E Signage and Wayfinding, 2024

Sport
- Sport England Accessible and Inclusive Sport facilities (ASIF) 2024. Consists of sections:
  - Part A: Essential Reading
  - Part B: External Areas
  - Part C: Internal Areas
  - Part D:Changing and toilet provision
  - Part E: Wayfinding and Signage
  - Part F: Emergency Evacuation
  - Part G: Consultation and engagement
  - Part H: Operation and management
- Access for All, UEFA and CAFE Good Practice Guide to Creating an Accessible Stadium and Matchday Experience, CAFÉ, 2011
- Accessible Stadia, Supplementary guidance 2015
- Accessible Stadia – A good practice guide to the design of facilities to meet the needs of disabled spectators and other users, The Football Stadia Improvement Fund/The Football Licensing Authority, 2003
- Guide to Safety at Sports Grounds (Green Guide) 6th Edition, 2018

User consultation and engagement
- Sport England's Accessible and Inclusive Sports Facilities Part G Consultation and engagement, 2024
- Equality and Human Rights Commission (EHRC) Engaging with Disabled People, An Event planning Guide, 2018
- The Glass-House Practical Resources on Co-design and Engaging Communities in design decision making, 2022

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Appendix 2 – Conformance Report Template

The following is the key to the tables.

Compliant	G
Nothing precluding compliance; dependant on specification	B
Dependant on management strategy	Y
Non-compliant	R
Not applicable	Gry

Inclusive Design Standard		Summary of requirements	Level of conformity	Commentary
Inclusive Neighbourhoods				
IDS 1	**Site planning**	Neighbourhoods should be designed to encourage pedestrians to get out and about to enjoy outdoor spaces and access services and facilities.		
IDS 2	**Sensory and neuro-inclusive environments**	Neighbourhoods should be sensory friendly.		
IDS 3	**Safe and equitable built environments**	Neighbourhoods should be designed to be safe and equitable.		
External Environment				
IDS 4	**Public realm**	An inclusive public realm is made up of a coordinated network of legible, safe and accessible routes. Paths, roadways and streets should be designed to provide a strong, legible framework.		
IDS 5	**External wayfinding and orientation**	Wayfinding should use spatial, physical and environmental clues to help people plan and navigate moving from one place to another.		
IDS 6	**External signage**	The system of signage should be complementary to the surrounding environment, including the Park, and be consistent from the approaches to and throughout the development providing a simple consistent method for people to find their way.		
IDS 7	**External routes**	It is important to consider the experience of the pedestrians throughout different times of the day, week and year.		
IDS 7.1	External routes: general			
IDS 7.2	Widhts			
IDS 7.3	Seating/rest points			
IDS 7.4	Street furniture			
IDS 7.5	Planting			
IDS 7.6	Pedestrian surfaces			
IDS 7.7	External tactile paving			
IDS 7.8	Hazards			

Inclusive Design Standard		Summary of requirements	Level of conformity	Commentary
IDS 8	**Changes in level**	LLDC's aim is to achieve shallow gradients (approximately 1:60 or less steep) wherever possible. It is important that journeys by lift, graded route or by steps provide the same quality of experience with none of the alternative routes feeling secondary.		
IDS 8.1	Graded routes			
IDS 8.2	Ramps			
IDS 8.3	External stairs			
IDS 8.4	Handrails			
IDS 8.5	External stepped/ amphitheatre seating			
IDS 8.6	External passenger lifts			
IDS 9	**External lighting**			
IDS 10	**Bridges and subways for pedestrian use**	Bridges and subways are to be accessible for all users and should be designed with gradients in accordance with the standards being applied to circulation routes in IDS 5.		
IDS 11	**Cycling Infrastructure**	Cycle infrastructure should be designed in a way that is inclusive both of larger types of cycles and various models used by disabled people. The concept of 'the inclusive cycle' is embraced – meaning a more forgiving environment is required.		
IDS 11.1	Cycle lanes/paths			
IDS 11.2	Cycle parking			
IDS 11.3	Cycle parking lifts and ramps			
IDS 12	**Shared space**	Using shared space on tertiary streets in residential neighbourhoods (such as mews streets where there will be minimal vehicular traffic) can help to create more child-, pedestrian- and community-friendly streets. The intention is to design tertiary streets in residential developments as places instead of just corridors for movement.		

Inclusive Design Standard		Summary of requirements	Level of conformity	Commentary
IDS 13	**Parking and drop-off**	Appropriate provision should also be made for Blue Badge holders, bus/coach parking/drop-off and pick-up areas, taxi drop-off/ collection, community transport and any interlinking transport systems.		
IDS 13.1	Parking for general public			
IDS 13.2	Drop-off			
IDS 13.3	Storage for mobility scooters and buggies			
IDS 14	**Access to public toilets**	Providing access to good, accessible public toilets will be an important aspect of achieving inclusive neighbourhoods.		
IDS 15	**Assistance dog facilities**	As visit times to Queen Elizabeth Olympic Park may be considerable, it is essential to provide suitable areas for assistance dogs to be watered and relieve themselves.		
IDS 16	**Inclusive play**	Inclusive play ensures that all children, young people and older people of any ability have equal access to and equal participation in local play and leisure opportunities.		
IDS 17	**Neuro-inclusive and sensory friendly external environments**	Creating a Neuro-inclusive and sensory friendly external environment can help have positive effects on all types of users, including people with information and sensory processing differences, sight, or hearing loss.		
IDS 18	**Public art**	Public art should be enjoyable to everyone and should be designed to be inclusive and accessible to all.		

Inclusive Design Standard		Summary of requirements	Level of conformity	Commentary
Residential developments				
IDS 19	**Inclusive housing**	All developments are to conform to the London Plan. In addition, the needs of large families and design considerations in relation to faith and culture are often overlooked as is the consideration of appropriate housing for older people who require a level of care.		
IDS 19.1	Residential planning			
IDS 19.2	Drop-off/visitor parking			
IDS 19.3	Residents' parking			
IDS 19.4	Cycle, micro mobility and mobility scooter parking			
IDS 19.5	Approaching the home			
IDS 19.6	Residential amenities			
IDS 19.7	Communal lifts			
IDS 19.8	Communal circulation and approach routes			
IDS 19.9	Within the home			
IDS 19.9	Supporting older Londoners and multigenerational housing			
IDS 19.9	Faith and cultural considerations			
IDS 19.9	Neuro-Inclusive and sensory friendly residential design			
IDS 19.9	Co-living			

Inclusive Design Standard		Summary of requirements	Level of conformity	Commentary
Non-residential buildings				
IDS 20	**Entering the building**	It is important that buildings are easily understandable. All entrances should therefore have a logical relationship with the routes that serve them and be clearly identifiable to avoid unnecessary travel for people approaching the building.		
IDS 20.1	Entrances			
IDS 20.2	Entrance doors and lobbies			
IDS 20.3	Entrance door floor surfaces			
IDS 20.4	Access controls			
IDS 20.5	Reception areas			
IDS 20.6	Reception foyer layout and design			
IDS 20.7	Security barriers			
IDS 20.8	Self-service			
IDS 21	**Horizontal circulation**	Corridors and passageways must be wide enough to allow wheelchair users to approach and gain easy access through doors off the corridor and where necessary turn through 180°.		
IDS 21.1	Doors			
IDS 21.2	Corridors and passageways			
IDS 22	**Vertical circulation**	It is important that all people are able to access all facilities and move independently between levels of all buildings confidently, independently and with equity.		
IDS 22.1	Journey sequence – equity of experience			
IDS 22.2	Graded routes and ramps			
IDS 22.3	Internal stairs			
IDS 22.4	Escalators			
IDS 22.5	Passenger lifts			

Inclusive Design Standard		Summary of requirements	Level of conformity	Commentary
IDS 23	**Toilets**	The toilet facilities provided should respond to the local demographic and address the requirements of people from a broad range of backgrounds and faith groups as appropriate.		
IDS 23.1	General considerations for toilet facilities			
IDS 23.2	Accessible toilet			
IDS 23.3	Ambulant and enlarged toilets cubicles			
IDS 23.4	Standard toilet cubicle			
IDS 23.5	Standard self-contained toilet			
IDS 23.6	Ambulant self-contained cubicle			
IDS 23.7	Urinals			
IDS 23.7	Changing places facility			
IDS 23.7	Baby changing facilities and family toilets			
IDS 24	**Changing and shower facilities**	While separate unisex accessible changing rooms are to be provided, it must be recognised that many disabled people will want to change within communal facilities and the design and layout of communal changing facilities should encourage and facilitate this.		
IDS 24.1	Communal changing and shower facilities			
IDS 24.2	All gender shower and changing facilities			
IDS 24.3	Accessible changing and shower facilities			
IDS 24.4	Lockers			

Inclusive Design Standard		Summary of requirements	Level of conformity	Commentary
IDS 25	**Neuro-inclusive internal environments**	Just as we consider human physical variation when designing inclusive environments, we should also consider how people with information and sensory processing differences are impacted by building features and elements, such as many people with neurodivergent traits such as Autism or ADHD, or neurogenerative conditions such as Dementia.		
IDS 26	**Quiet and restorative space**	Quiet restorative spaces for recovery and calm can be beneficial for a wide range of people including users which may experience sensory overload, stress, anxiety or upset.		
IDS 27	**Light and lighting (internal)**	Lighting is particularly important for people who are visually hypersensitive and intensely affected by bright or flickering lights or for people who have a hearing or sight impairment and are therefore more reliant on a consistent and adequate levels of lighting for lipreading or navigation.		
IDS 28	**Acoustic and noise management**	Noise, whether it is loud or soft, intermittent or continuous, can potentially cause confusion and make it especially difficult for people with hearing loss or sensory processing differences such as sensory hypersensitivity.		

Inclusive Design Standard		Summary of requirements	Level of conformity	Commentary
IDS 29	**Internal comfort**	To create more inclusive internal environments the internal comfort of a space should be considered as this can affects the wellbeing and mental health of all users but can particularly impact some user groups. Acoustics, lighting, noise, temperature, air quality, all contribute to internal comfort for users.		
IDS 29.1	Heating and cooling			
IDS 29.2	Indoor air quality			
IDS 29.3	Allergies and hypersensitivity			
IDS 30	**Audience Seating**	Not all disabled people will require wheelchair user accessible viewing spaces or amenity seating. It is therefore important to ensure an appropriate level of accessibility for all seating within the venues. People with varying access requirements should also have a choice of seating positions and not only in areas that are available for wheelchair users and their companions.		
IDS 30.1	Seating: general			
IDS 30.2	Easy access /amenity seating			
IDS 30.3	Wheelchair user viewing spaces			
IDS 31	**Refreshment facilities for visitors**	Refreshment facilities consider the diverse needs of both staff and users from the outset.		
IDS 32	**Tea points**	Tea points, often referred to as shared refreshment facilities, are provided in workplaces and community facilities. It is important they are designed to be as accessible as possible.		

Inclusive Design Standard		Summary of requirements	Level of conformity	Commentary
IDS 33	**First aid facilities**	Where first aid facilities are provided it is important that such facilities are designed to meet the diverse needs of those using the building.		
IDS 34	**Multi-faithfacilities (including wash cubicles)**	In the adjoining four boroughs to Queen Elizabeth Olympic Park, different faith groups who say prayers at various times of the day make up at least 28% of the population. In some of these faith groups washing is a part of the prayer ritual. It is recommended that public buildings provide a room or space that can be used as a quiet space and multi-faith prayer facility, with adjacent wash facilities.		
IDS 35	**Finishes**	The choice of finishes will be critical for many people in ensuring that they are able to use buildings inclusively and safely. This can range from ensuring suitable materials with the correct acoustic properties are used to create a comfortable space to the different use of patterns and reflective surfaces, which can cause difficulties for users with sensory processing difficulties or visual impairments.		
IDS 35.1	Glazing			
IDS 35.2	Floor surfaces			
IDS 35.3	Visual contrast			

Inclusive Design Standard		Summary of requirements	Level of conformity	Commentary
IDS 36	**Signage and wayfinding**	Signage and wayfinding should be treated as an important part of the design of the built environment that can help a wider range of users and create a more inclusive environment. The ease of orientation in and wayfinding around a building is determined by its inherent legibility and is supported by information systems and signage.		
IDS 37	**Purpose-built student accommodation**	Where first aid facilities are provided it is important that such facilities are designed to meet the diverse needs of those using the building.		
IDS 37.1	Student accommodation general			
IDS 37.2	Accessible student room strategy			
IDS 37.3	Accessible student room design			
IDS 37.4	Accessible student kitchens			
IDS 38	**Hotel, visitor and overnight accommodation**	Hotels, aparthotels and other forms of visitor accommodation should offer the highest level of inclusive design and flexibility in order to cater for a wide range of user needs, including family accommodation and accessible provision for disabled people.		
IDS 38.1	Hotel and visitor accommodation general			
IDS 38.2	Accessible hotel rooms			
IDS 38.3	Ambulant accessible rooms			

Inclusive Design Standard		Summary of requirements	Level of conformity	Commentary
IDS 39	**Communication systems**	Assistive listening system (ALS), (historically called a hearing enhancement system) enables a variety of sound signals to be transmitted to people who are deaf and hard of hearing without interruption from background noise or reverberation, helping them to make the most of their hearing ability.		
IDS 40	**Emergency egress**	Buildings should be designed to reduce the need to rely on high levels of staff management during an emergency and where practicable and feasible to do so, provide step-free egress to provide more dignified and independent evacuation of buildings and space for all users, including disabled people. In most cases, the best solution is the provision of fire evacuation lifts as they provide the safest, most dignified and independent egress.		

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