

Essential Principles



**for Clients, Developers
and Contractors**

Essential principles for creating an accessible and inclusive environment for clients, developers, and contractors

This, the second CIC Essential Principles Guide for Creating an Accessible and Inclusive Environment, aims to support, guide and motivate clients, developers and contractors to achieve high standards of access and inclusion in all their projects.

It sets out 6 guiding principles that can be applied from project inception and strategic definition, through preparation and brief, procurement and tender processes to appraisal of final outcomes. The aim is that those who own and pay for development take responsibility for achieving an inclusive development process. If leaders in the construction industry champion inclusion from the outset, those employed to design, construct and manage projects are more likely to achieve high quality accessible and inclusive developments.

CIC's first Essential Principles Guide¹ – aimed at supporting built environment professionals – is a useful starting point for all clients, developers and contractors. However, this second guide provides specific support to help those people and organisations who own or pay for construction projects – those with the power and authority to demand inclusion in their schemes.

The advice has been drawn from the guidance provided in the government's Inclusive Projects Guide from 2003, updated to align with the advice in BS 8300:2018 Design of an Accessible and Inclusive Built Environment Code of Practice².

As a client, developer or contractor you have a huge influence on how accessible and inclusive your projects will ultimately be.

Be part of an inclusive construction industry you can be proud of

Six Essential Principles for Creating an Inclusive Environment

1	Champion and commit to achieving an accessible and inclusive environment in your Strategic Vision
2	In your Project Brief set out what tools, mechanisms and processes you will use to implement an Inclusive Development Process
3	Structure your Budget from the outset for implementing your Inclusive Design Strategy
4	Make addressing inclusive design principles a requirement of your Procurement Process and in your development agreements
5	Use Access and Inclusive Design Expertise throughout the process and engage and consult effectively with diverse users
6	Monitor and Appraise the outcomes of your approach and use lessons learnt to enhance future projects

What is an Inclusive Environment?

An accessible and inclusive environment is one that can be accessed and used safely, easily and with dignity by everyone. By recognising and accommodating differences in the way people use buildings dignified, equal and intuitive use becomes possible for all of us. An inclusive environment does not physically or socially segregate, discriminate or isolate. It readily accommodates and welcomes diverse user needs – from childhood to adulthood through to old age, across all abilities and disabilities and embracing every background, gender, sexual orientation, ethnicity and culture. An inclusive environment is also well designed, functional, efficient and sustainable, and delivers an enhanced user experience.

This can be summarised in the following five principles of inclusive design:

The Principles of Inclusive Design³

1	Place people at the heart of the design process
2	Acknowledge diversity and difference
3	Offer choice where a single solution cannot accommodate all users
4	Provide for flexibility in use
5	Create an environment that is convenient and enjoyable for everyone to use

Integrating the Principles of Inclusive Design into the design, development and management process from project inception to completion and occupation is critical to the achievement of an accessible and inclusive environment. However, to achieve this, consideration of accessibility and inclusivity should be addressed from the outset of any project. Unfortunately this is frequently left to the planning application, building control and detailed design stages, resulting in compromises and missed opportunities for achieving social and physical inclusion.

Addressing these principles in the strategic vision, at initial project brief, procurement, budgeting and tendering stages will help to avoid compromises, additional costs, potential exclusion and possible legal redress by future building users leading to reputational damage.

The construction industry is significant with an annual spend of £150b and the government has plans for substantial increases in infrastructure and construction projects in the next few years. This provides a huge opportunity to ensure we no longer disadvantage disabled people by the way we design, build and manage our buildings, places and spaces⁴. Inclusion is not just a legal⁵, moral or social issue, the business case is clear, there are 13.3m disabled people in the UK⁶ with a household income after housing costs of £249b⁷. Add family, friends and carers, along with families with small children, and the numbers of people affected by poor design rise dramatically. With increasing numbers of older people wanting to continue living active, independent and fulfilling lives, the time is right to change our attitude, approach and our working practices if we want to live in a fair and equal society. Inclusive design benefits everyone.

Essential Principles to guide clients, developers and contractors

1. Champion and commit to achieving an accessible and inclusive environment in your Strategic Vision

As the client, developer or contractor, you have the power and the authority to set an inclusive culture in your organisation. If you lead by example you can make championing diversity and inclusion a normal part of your business and your organisation.

Identifying an Inclusive Environment Champion at Board or Trustee level – someone who has the authority to provide strong, informed leadership at the highest level in the organisation – will help to promote and monitor consistent implementation of inclusive development principles throughout the initial and later stages of the project.

The Inclusive Environment Champion does not have to be a disability or inclusive design expert, but has to have enough authority to drive the agenda and be committed to working with others to achieve their Inclusive Environment Strategic Vision.

When the Olympic Delivery Authority (ODA) was established in 2007 for the London 2012 Olympic and Paralympic Games a member of the ODA Board – a business leader – acted as the Board's Access Champion. This helped keep access and inclusion on the Board agenda, helped monitor the implementation of the ODA's Inclusive Design Strategy⁸ from the beginning of the project, throughout the design and planning process, during construction and through to the final completion of the park and venues. This helped achieve 'the most accessible Games ever'.

This approach can be applied to all your projects – large or small – regardless of project structures or procurement routes – by appointing an Inclusive Environment Champion onto your Board at the beginning of the project. Responsibilities should include:

- Ensuring that accessibility and inclusive design is integrated into the development process from the beginning.
- Empowering the procurement team by reiterating the client's strong strategic commitment to inclusion.
- Being proactive, committed and prepared to:
 - Engage at procurement
 - Inform the design brief
 - Demand from the design team
 - Utilise the planning process
 - Appraise changes during construction
 - Involve disabled people and other diverse users
 - Push boundaries
 - Encourage innovation
 - Celebrate success

2. In your Project Brief set out what tools, mechanisms and processes you will use to implement an Inclusive Development Process

An effective way of ensuring that the principles of inclusive design are applied from the outset is by incorporating an Inclusive Design Strategy into the Strategic Brief (RIBA Stage 0). It is the client's responsibility in the first instance to orientate the project brief to deliver an inclusive development process. The sooner the client identifies an Inclusive Environment Champion and the project team engages with access and inclusive design professionals (see guideline 5) the easier it will be to apply low or no cost solutions to achieving an inclusive environment and get the big strategic decisions right.

The British Standards Institution, in their revised Code of Practice BS 8300:2018 'Design of an accessible and inclusive built environment'² sets out an **Inclusive Design Strategy** illustrating when/how inclusive design principles can be applied.

Strategic vision	Commit to implementing an inclusive design process and identify an Inclusive Environment Champion
Initial concept brief	Embed the principles of inclusive design into the brief
Budget estimates	Structure the budget to ensure that costs address accessibility and inclusivity, including costs of access expertise on the project team from inception to completion
Procurement process	Incorporate the principles of inclusive design into procurement requirements
Development Agreements	Make explicit reference to meeting best practice standards in any development agreements
Master plan and outline designs	Initiate early consultation and engagement with strategic user groups, including local access groups and groups of people with characteristics protected by the 2010 Equality Act
Planning application	Use Design and Access Statements to demonstrate how the highest standards of access and inclusion have been achieved
Building control application	Demonstrate in any Access Strategy how access solutions have met the vision of an inclusive environment
Detailed design and product selection	Maintain vigilance in the detailed design and project selection to ensure that inclusive access and facilities are delivered
Construction phase	Ensure that value engineering or other changes during the construction phase are not to the detriment of inclusive design or accessibility – attention to detail is critical
Appraisal at project completion	Audit accessibility and means of escape provisions prior to completion using access expertise
Fit out and post occupancy evaluation	Maintain levels of accessibility and ensure that staff are fully trained in the use of facilities
In-use management policies, practices and procedures	Monitor future changes and embed the principles of inclusive design into planned maintenance programmes
Long-term occupancy, end user/public feedback	Review end user feedback, tailored audit changes and customer surveys, and use lessons learned to enhance inclusive design in future projects.

3. Structure your budget from the outset for implementing an Inclusive Development Process and for meeting the Principles of Inclusive Design

Inclusive design does not need to increase costs. If planned and integrated into the client's business case from the outset it can be cost neutral. Redesign and post completion retrofitting can be very expensive, can lead to compromise and inefficiencies, and even legal redress if discrimination is the result. Access by design will generally provide a much improved user experience where independence and dignity can be reliably maintained, compared to relying on management arrangements, such as the need for a member of staff to operate a portable ramp.

As part of the plans to upgrade the London Underground network ready for the London 2012 Olympic and Paralympic Games, platform ramps were retrofitted in a number of locations to provide level access from the platform onto the train. The time it takes all passengers to board the trains at the ramped locations has now speeded up, demonstrating that not only does level access enable wheelchair users and families with pushchairs to board the train safely, it helps all of us to get on and off the train quickly and easily, speeding up the whole process to the benefit of all. Retrofitting platform ramps is expensive, so all the new Crossrail platforms in central London have been designed with level access from platform to train.

Addressing access and inclusion from the outset can also help avoid costly delays at planning and building control stage as the scheme is more likely to meet building regulations and local planning standards. Local plans will be drafted in line with the National Planning Policy Framework advice to 'plan positively for the achievement of high quality and inclusive design for all development'⁹.

Well thought out good inclusive design should also mean that the accessible elements are so well integrated into the mainstream design that it will be hard to identify them individually so there is less danger of accessible elements of the building being identified as non essential and value engineered out at a later stage. Occupiers are increasingly favouring accessible buildings, recognising the enhanced market value and business benefits of a more functional, usable and efficient building that can accommodate a wide range of people and where there is less likelihood of being asked to make reasonable adjustments post occupation to meet the needs of future customers. Inclusive design adds value, contributes to health and wellbeing and helps create cohesive sustainable communities.

You should:

- Structure your budget from the outset to achieve inclusive solutions.
- Integrate the cost benefits of inclusion into other business case/value for money assessments.
- Understand the long term financial benefits of choosing best practice over minimum provision.
- Understand the financial and reputational implications of potential legal impacts if accessibility is compromised by the design or construction process.
- Budget for appointing access and inclusive design expertise throughout the development process.
- Budget for engaging and consulting effectively with a diverse range of user groups and organisations at various key stages in the development process

4. Ensure your Procurement Process has addressed inclusive design principles

When procuring land or buildings, or identifying key business objectives, applying inclusive design principles will help deliver accessible and inclusive outcomes.

London Legacy Development Corporation (LLDC) embeds inclusive design requirements throughout the procurement process. Depending on project scale, at PQQ stage (pre-qualification questionnaire) they request previous examples of good inclusive design projects and at ITT stage (invitation to tender) inclusive design is a scored element. At this point, LLDC request details on how the prospective tenderer will meet their Inclusive Design Standards¹⁰ including innovating where possible and ensuring all designs have involvement by LLDC's Senior Inclusive Design Manager and Built Environment Access Panel¹¹. This typically results in exemplar projects that bring much wider benefits for the developer, the designers and the end users.

You should:

- Provide good, clear information about what you want to achieve from the contract emphasizing that securing good accessibility and inclusive design outcomes is fundamental to the project.
- Provide and set out specific information about accessibility and inclusive design at every step of the process.
- Make it clear to prospective suppliers how important accessibility and inclusive design priorities are.
- Give weight to evaluation questions relevant to accessibility and inclusive design, as they could prove decisive in the supplier award – there is a role for incentives.
- Inform prospective suppliers that you will help them deliver on accessibility and inclusive design priorities and give them the confidence to tackle the issues upfront and where possible innovate and push boundaries.

- Engage in competitive dialogue as this can be successful in securing accessibility and inclusive design outcomes. These processes offer genuine opportunities to co-produce service specifications with suppliers that are grounded in evidence about what is realistic.
- Reinforce access and inclusion priorities at every step in the process.

5. Use Access and Inclusive Design Expertise throughout the process and engage and consult effectively with diverse users

Increasing inclusive environment knowledge and skills of all built environment professionals is critical¹² but we cannot all be experts – knowing what you don't know and when to call in the experts is the key to success.

There is a correlation between the appointment of an inclusive design consultant at an early stage in the design process, with the subsequent quality of the accessibility and inclusivity of the completed project. There is also often an advantage if the consultant is directly appointed by the client – helping to avoid any aesthetic or contractual obligation to the design team. There are a range of access and inclusive design experts who can assist the client's team, including members of NRAC, the National Register of Access Consultants¹³.

Most projects proceed without any real access or inclusive design expertise as part of the team and even when they are appointed it is often just prior to submitting a planning or building control application, with the key purpose of endorsing the design proposals rather than actually providing an independent critique. However, this is invariably too late, as opportunities to innovate, suggest more effective alternative or cost saving solutions, or negotiate to achieve best practice can be lost by this late stage. This can increase costs and cause

significant delays if changes are then required by the regulator, or alterations demanded by future building users.

Access and inclusive design expertise can also be invaluable during construction when decisions on site are being made, and at project completion to ensure accessible facilities are appraised and maintained at the hand over stage. Staff training, in for example means of escape procedures for disabled people, can also be invaluable particularly for facility managers once the building is occupied.

Engaging and consulting with organisations of disabled people, local access groups and older people's groups can provide insights into how we perceive, use and experience buildings and places. Personal experience and knowledge of environmental and physical barriers shared with the design and construction team can provide the team with a greater understanding of the issues and lead to the achievement of workable, more inclusive solutions.

Transport for Greater Manchester (TfGM) engages with an independent group called the Disability Design Reference Group (DDRG)¹⁴. Made up of disabled individuals from across Greater Manchester who experience a wide range of disabling barriers, the DDRG provide advice from their own lived experience, which assists TfGM to ensure that, as far as possible, an inclusive, barrier-free environment is developed across public transport in Greater Manchester. They have helped with the design of Metrolink and interchanges throughout the region, working collaboratively during both design and post construction phases.

You should:

- Expect and request input from accessibility and inclusive design experts at the procurement and tendering stage so that the tenderer has established a meaningful relationship with an access consultant from the outset.
- Ideally use the same access expertise throughout the planning, design construction and handover stages to ensure consistency, to provide an audit trail in case of future legal redress, and to help achieve the best possible accessible and inclusive solutions.
- Consult, listen to and engage effectively with a range of diverse users (potential and known users) at an early stage in the design process.
- For large developments a Built Environment Access Panel set up at the outset of the project, can assist in understanding how to achieve best practice throughout the development process, and can help to audit and appraise facilities at handover stage.

6. Monitor and appraise the outcomes of your approach and assess how successful you have been in building an accessible and inclusive environment.

Liaising at an early stage with the end user/occupier/facility manager to establish how the building will be used, can help identify any particular access or egress issues which may arise once the building is in use.

Network Rail use Diversity Impact Assessments (DIA)¹⁵ to raise awareness of inclusive design and to demonstrate that they have given 'Due Regard' to both Inclusive Design and the Public Sector Equality Duty. A DIA is an 8-step structured information gathering and decision making process used to assess and record the likely and actual impact of a current or proposed project, policy or function on diversity and inclusion.

By undertaking a snagging process with the access consultant and/or any local access group or organisation consulted at earlier stages, any shortcomings or issues can be identified and rectified before project completion and handover.

You should:

- Review the briefing, design, construction and occupation processes and feedback any lessons learned to design and construction teams for use in subsequent projects.
- Ensure that any contracts for fitting out particular building elements and/or shell and core areas do not compromise the quality of the building's accessibility.
- Ensure occupiers are familiar with any access and egress related equipment (e.g. reception area induction loops/hoists in Changing Places toilets/means of escape and refuge area communication systems).
- Encourage occupiers to build access and inclusion into planned maintenance programmes.
- Review the building's actual performance against the original vision.

Further Information

Construction Industry Council (CIC)

CIC has been supporting the government's aim of ensuring that the principles of inclusive design are fully integrated into construction industry practice – key to making our environment more inclusive and accessible for all.

National Register of Access Consultants (NRAC)

Now hosted by the CIC, NRAC is an independent UK wide accreditation service for individuals who provide access consultancy and access auditor services. It was set up in 1999 with government backing to provide a register of people competent to advise on inclusive design and accessibility issues as a single source for organisations seeking competent advice. Registered NRAC consultants can provide inclusive design advice services for the following types of projects:

- Access and inclusive design scheme appraisals
- Access audits of existing environments
- Policy and procedural advice
- Assistance with Heritage Lottery and other funding
- Training in relation to access and inclusive design.

Access Association

The Access Association is a national network of individuals who are passionate about access and inclusive design. Set up in 1991 by a group of dedicated local authority professionals, membership has grown and now includes access consultants, architects and disability equality practitioners.

British Standards Institution (BSI)

BSI published, in January 2018, a revised and updated Code of Practice BS 8300:2018 The Design of Accessible and Inclusive External and Built Environments. Considered to be best practice advice, the code explains how the built and external environment can be designed to anticipate and overcome restrictions that prevent disabled people making full use of premises and their surroundings.

Global Disability Innovation Hub (GDIH)

The Global Disability Innovation Hub is a dedicated research, teaching and practice centre on Queen Elizabeth Olympic Park, born out of the legacy of the London 2012 Olympic and Paralympic Games and the world leading disability expertise of the institutions connected to Queen Elizabeth Olympic Park.

Design Council

Design Council is working to raise awareness about the importance of designing places that meet the needs of the diversity of people who want to use them. Design Council believes that designing and managing the built environment in an inclusive way is essential if we are to create a fair society and a sustainable future.

Notes

¹ Essential Principles for Built Environment Professionals: Creating an Accessible and Inclusive Environment
Construction Industry Council 9 March 2017
www.cic.org.uk/projects/project.php?s=essential-principles-guide

² BS 8300 2018 Design of an Accessible and Inclusive Built Environment Code of Practice
BSI December, 2017
www.bsi.org.uk

³ Inclusive Design Hub
Design Council
www.designcouncil.org.uk/what-we-do/inclusiveenvironments

⁴ Building for Equality: Disabled People and the Built Environment
The Women and Equalities Committee House of Commons,
25 April 2017
www.publications.parliament.uk/pa/cm201617/cmselect/cmwomeq/631/63102.htm

⁵ Equality Act 2010
Equality and Human Rights Commission
www.equalityhumanrights.com/en/equality-act/equality-act-2010

⁶ Family Resources Survey
Department for Work and Pensions, 16 March 2017
www.gov.uk/government/statistics/family-resources-survey-financial-year-201516

⁷ Spending Power of Disabled People and their Families
Department for Work and Pensions, 2 December 2016
www.gov.uk/government/statistics/spending-power-of-disabled-people-and-their-families-in-201415

⁸ Inclusive Design Strategy
Olympic Delivery Authority, Sept 2008
<http://learninglegacy.independent.gov.uk/documents/pdfs/equality-inclusion-employment-and-skills/61-inclusive-design-strategy-eies.pdf>

⁹ National Planning Policy Framework (paragraph 57)
Department for Communities and Local Government,
27 March 2012
www.gov.uk/government/publications/national-planning-policy-framework--2

¹⁰ Inclusive Design Standards
London Legacy Development Corporation, March 2013
www.queenelizabetholympicpark.co.uk/-/media/qeop/files/public/inclusivedesignstandardsmarch2013.ashx?la=en

¹¹ Built Environment Access Panel
London Legacy Development Corporation
www.queenelizabetholympicpark.co.uk/our-story/transforming-east-london/accessibility

¹² Built Environment Professional Education Project
Report of Progress
Office for Disability Issues and Mayor of London, Department for Work and Pensions, March 2016
www.gov.uk/government/publications/built-environment-professional-education-project-progress-report

¹³ National Register of Access Consultants
www.nrac.org.uk/

¹⁴ Transport for Greater Manchester Disability Design
Reference Group
www.breakthrough-uk.co.uk/disability-design-reference-group

¹⁵ Diversity Impact Assessments
Network Rail
www.networkrail.co.uk/who-we-are/diversity-and-inclusion/access-and-inclusion/inclusive-design/diversity-impact-assessments/

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CIC would also like to thank the companies who have supported this guide by endorsing the principles and aiming to promote them throughout their organisations.

Supporters

The following companies endorse the principles and are promoting their use throughout their organisations.

The logo for BRE (Building Research Establishment) consists of the lowercase letters 'bre' in a bold, sans-serif font. The 'b' is a vibrant yellow-green, while the 'r' and 'e' are a slightly darker shade of green.The logo for THE CROWN ESTATE features a black crown icon to the left of the text. The words 'THE CROWN' are stacked above 'ESTATE' in a bold, black, sans-serif font.The logo for DERWENT LONDON consists of the words 'DERWENT' and 'LONDON' stacked vertically in a black, sans-serif font.The logo for GT GARDINER & THEOBALD features the letters 'GT' in a large, bold, blue font, followed by the words 'GARDINER & THEOBALD' in a smaller, grey, sans-serif font.The logo for HM Revenue & Customs includes a circular crown icon to the left of the text. The words 'HM Revenue' and '& Customs' are stacked vertically in a black, sans-serif font.The logo for Rider Levett Bucknall features a dark blue square containing the white letters 'RLB'. To the right of the square, the words 'Rider', 'Levett', and 'Bucknall' are stacked vertically in a black, sans-serif font.



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