Access for All: Inclusive Design Action Programme progress report 2010-13

Inclusive Design Advisory Panel

Leicester City Council

March 2013

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This report has been prepared by Paul Leonard-Williams, Leicester City Council's Disabled People's Access Officer, on behalf of (and in discussion with) the council's Inclusive Design Advisory Panel (IDAP), chaired by Councillor Paul Newcombe.

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Access for All: Inclusive Design Action Programme

Progress Report 2010-13

Inclusive Design Advisory Panel (IDAP) report to Leicester City Council's Overview Select Committee, April 2013

1.0 Background

- In 2010 the council's first Inclusive Design Action Programme was agreed by the Leicester City Council's Cabinet. This was to help implement a set of strategic inclusive design aims, which Cabinet also agreed. The programme responded to the recommendations of a scrutiny Task Group review of how access and inclusion issues are addressed by city council projects and services.

- The agreed aims (which also provide a useful definition of inclusive design) are:
    - to make places (and specify products) which everyone can use safely, easily and with dignity
    - to remove (and not create) barriers that cause undue effort or separation
    - to enable everyone to participate equally, confidently and independently in everyday activities
    - to achieve these aims through a clear commitment to achieving best practice, rather than minimum standards.

- Since 2010, the **Inclusive Design Advisory Panel (IDAP)** has met monthly under Councillor Newcombe's chairmanship to advise on a range of projects and programmes. Although IDAP's work focuses on day to day case work, this is in the context of the Action Programme's priorities.

- **Appendix 1** of this report provides more information on Inclusive Design and the Action Programme. **Appendix 2** summarises IDAP's role.

2.0 Purpose of this Report

- This report has been commissioned by the Chair of the Overview Select Committee (OSC) to allow scrutiny to judge the success of the Inclusive Design Action Programme, and progress made towards meeting the agreed aims. He has also asked IDAP to consider whether inclusive design has been embedded in the council's key projects (including Connecting Leicester). The report also considers how well key functions within the council help achieve inclusive design through service delivery (including statutory powers such as planning).

- When considering this report OSC intends to take evidence from key disability organisations - including the Leicester Disabled People's Access Group (LDPAG) which was involved in formulating the Action Programme.

3.0 Progress summary

- In our view the commitment and programme agreed in 2010 has been successful in helping to establish and sustain:
    - a good policy commitment to Inclusive Design - including in the Core Strategy of the Local Development Framework;
    - an increasing awareness and understanding of inclusive design - primarily through the Access Awareness event programme;
    - the role of IDAP as a means of influencing and supporting projects from the earliest stages;
    - involvement of disability organisations – particularly the Leicester Disabled People's Access Group (LDPAG), Leicestershire Centre for Integrated (LCIL), and Vista (Society for the Blind);
    - a modest budget to support IDAP, Access Awareness Events and this wider involvement;
    - a clearer mandate for IDAP and the Disabled People's Access Officer's roles in influencing projects;
    - some good examples of implementation (practical inclusive design outcomes) – including some projects specifically

focussed on improving/ promoting access (e.g. Changing Places programme and “Accessible Leicester” access guide.

- LDPAG welcomes the progress made, but is concerned that the weighting given to inclusive design in implementation is still patchy. IDAP shares this concern (although in our view implementation is less patchy than it was), and believes there’s a need to shift the focus of the programme towards achieving these day to day outcomes.

- There have been two major challenges in delivering the Action Programme, the first of these being the rapidly changing context within which the council and its partners work. This includes changes in government and their strategic priorities (at both national and local level), the economic recession, extreme financial and organisational pressures on the council (as a whole - and on individual officers), and ever increasing pressures on disabled people and disability organisations. Although achieving inclusive design has become more difficult in this context (despite the legal requirements of the Equality Act), the social, environmental and economic need for it has also grown, as illustrated in **Appendix 3.**

- The second key challenge is limited capacity. The Action Programme was agreed on the basis it would be delivered within existing resources. This primarily relies on the time availability of the Disabled People’s Access Officer – a 0.8 full time equivalent post. It was acknowledged from the outset that delivering the programme on this basis (alongside dealing with day to day case work) would be an ambitious undertaking. In 2011 these pressures increased further when Property Services’ DDA (Disability Discrimination Act) Officer retired and the Access Officer became the only dedicated officer advising the council on this area of work. **Appendix 4** further explains the links between capacity and progress.

- A further change during this period was the replacement of the Disability Equality Act (and eight other pieces of legislation) by the Equality Act 2010. This aims to strengthen the rights of disabled people, and people sharing other “protected characteristics”.

Appendix 5 briefly summarises duties under the Act relating to physical access for disabled people.

4.0 Inclusive design in council projects and services

a) City Council Projects/ programmes/ services generally

- **Appendix 6** lists the range of projects and issues IDAP and the Access Officer are involved in. The range and quantity of these has increased steadily since 2010, which reflects progress made in raising the profile of inclusive design. Day to day interest has certainly increased – particularly amongst officers who have attended the Access Awareness Events, and resulted in an expanding network of officers the Access Officer and IDAP are regularly in touch with and consulted by.
- This greater awareness provides a better starting point for our input. The only down-side is that increased involvement and consultation adds significantly to the time and capacity pressures mentioned above.
- The degree to which inclusive design is given priority in the council's work varies across services and projects, depending (in varying degrees) on:
    - the services, projects and individuals involved (level of awareness and commitment, complexity, number of people involved)
    - the strategic "drivers" of each project/ programme (and whether inclusive design is amongst them);
    - the degree of control/influence the council has over outcomes;
    - the consistency with which inclusive design is considered during the life of a project from the earliest stages (at a strategic and detailed level by all involved in the project);
    - the degree of co-ordination between different services;
    - the amount (and influence) of Access Officer and IDAP input;
    - the project management and communications processes adopted and how well they are used (including consultation & involvement)
    - how conflicting priorities are considered and resolved, and how much weighting is given to inclusive design in this process.
    - the resources available – budget, time and staff capacity.

- These factors go some way to explain the "patchiness" of inclusive design outcomes across the authority.

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b) **Inclusive Design and key council functions**

Appendix 7 summarises how certain key services promote inclusive design, and some of the issues relating to this. The key challenges are as follows.

- Ensuring that our local planning policies for high inclusive design standards (and the standards required by building regulations) are reflected in the quality of the schemes approved. The national trend and local pressures towards deregulation are likely to make this increasingly difficult.

- Embedding and supporting inclusive design within Property functions (since the retirement of the service's DDA officer, and given the Access Officer's limited capacity).

- Addressing (through highways & transportation functions) a number of access and inclusion impacts relating to other strategic objectives. This includes addressing the impacts of:
    - anti-social and "unaware" cycling (particularly on pavements and in "shared use" areas) on disabled and older pedestrians;
    - pavement cafes, A boards and other obstructions to pavement access;
    - inaccessible bus transport
    - "Shared Space" design – an approach to street design being heavily promoted nationally, but which can significantly disadvantage many disabled people;
    - Other strategic city centre/ "Connecting Leicester" challenges listed under d) below.

c) Access Specific Projects

City council projects which focus specifically on improving/ promoting inclusive access include:

- "Changing Places" campaign/ programme: to increase the number of these essential facilities (combined WC/ changing/ shower rooms) for people with complex and multiple disabilities – see

http://www.changing-places.org/ . The Access Officer and IDAP are working with Adult Social Care and disability organisations to help increase the number of these key facilities.

- "Accessible Leicester – city centre guide and information for disabled people": led by the Access Officer, this well-received publication is now on its 2nd edition.
- DisabledGo! http://www.disabledgo.com/en/org/leicester-city-council detailed on-line access information, funded (and input led) by Adult Social Care.

d) Connecting Leicester

- The Access Officer is involved on a day to day basis, primarily in the public realm aspects of programme (including Jubilee Square). IDAP and LDPAG are kept in touch with the projects and seek to influence them as they evolve.

- Much of this work is about promoting good practice, often based on practical "lessons learnt" from previous schemes and from our Access Awareness programme, e.g. in street furniture and paving design. The over-all standard of design and implementation has improved on this basis.

- Connecting Leicester is a complex, large scale, fast moving programme with many people involved (including external consultants) where close attention is required to ensure high quality practical outcomes from the programme.

- As well as getting the detailed designs right, there are several strategic "Connecting Leicester" challenges which need consideration as part of the process of project development, namely:
  - the potential impacts on many disabled and older people of further expansion of the pedestrian preference zone due to walking distances increasing further;
  - the increasing pressure on (and competition for) kerb space, for taxi, private hire, loading and blue badge parking, and for bus stops;
  - the expanding area of "shared use" pedestrian zone in the city centre (including potential for pedestrian/ cycle conflicts.

- the need to manage physical disruption to access caused by a number of projects being undertaken over a limited timescale.
- These are matters which are being/or will be addressed as the programme proceeds.

- Looking ahead, the significant increase in tourism expected (arising from the Richard III find and a successful UK City of Culture bid) will add to the need for good inclusive design. The Access Officer and IDAP are getting involved in the Richard III visitor attraction project, and will help influence other "Connecting to Leicester's Past" initiatives.

5.0 Progress against Action Programme priorities

The programme's actions relate to the following five interrelated priorities/ work areas, progress on which is summarised below:

- **Establish a clear commitment** to Inclusive Design, supported by strong leadership
- **Ensure a sound understanding** of Inclusive Design issues and solutions by those delivering relevant projects and services
- **Ensure effective involvement** of disabled people and access advisors in schemes and services
- **Establish robust systems and procedures** to help achieve our aims and deliver inclusive outcomes
- **Ensure good progress** towards achieving our aims.

Priority 1. Establish a clear commitment to Inclusive Design, supported by strong leadership

Achievements	Gaps/ not yet achieved
• Communicating the council's commitment to inclusive design on the council web site and in information provided to project teams. See www.leicester.gov.uk/inclusivedesign .	• A "core brief" - to further clarify the standards required, and "sign post" to more detailed information and

• Local Development Framework Core Strategy (and supporting supplementary planning documents): adopted with strong policy commitment to inclusive design. • City Mayor and Executive strong commitment to equalities, and support in principle for inclusive design.	guidance. • A consistent level of Member engagement and awareness rising (see priority 2).
Options/ recommendations 1.1 Recommend the City Mayor and Executive re-affirm the council's commitment to inclusive design as a core principle (in response to this OSC review). 1.2 Produce a brief "Access For All" policy document ("core brief") explaining this commitment, and promoting practical outcomes. This would "sign post" people to detailed information to help them achieve high standards of inclusive design.	

Priority 2. Ensure a sound understanding of Inclusive Design issues and solutions by those delivering relevant projects and services

Achievements	**Gaps/ not yet achieved**
• **Access Awareness event programme** – established and sustained (including funding for Vista's involvement), 25 events, over 120 officers participated (+ some key external partners). Programme features in RNIB/OPB national report as example of good practice • **Regional inclusive design training** event led by Commission for Architecture and the Built Environment (CABE) and Town & Country Planning Association (TCPA). • **Training events** (with Housing) on Lifetime Home Standards and Accessible Housing and on the "Access Chain" approach to inclusive planning and design. • **Inclusive Design web pages** established with key information - particularly for planning applicants	• Corporate programme to expand the range of inclusive design training available (significant amount of initial specialist input needed). • A good level of Member engagement / awareness raising (focus has been on raising awareness of key officers) • Developing a

www.leicester/inclusivedesign • **Disability awareness training** introduced by Corporate Workforce Development (CWD) in 2012 (and set to continue in 2013-14).	formal "Inclusive Design "Champions" network (capacity issues + extensive organisational / staff changes).
Recommendations/ options 2.1 Continue and develop the Access Awareness Events Programme (and secure resources for this); 2.2 Consider further specialist training (once "Access for All" core document produced) – to focus on improving outcomes. 2.3 Increase Member awareness through a) involvement in (and promotion of) IDAP, and b) targeted training. 2.4 Develop Disability Equality Training as an on-going programme for all key council staff and Members - which in IDAP's should be mandatory. This would under-pin the Access Awareness Event programme by giving attendees a greater level of understanding. 2.5 Develop the range of information sheets, and web site information/ links, to complement the "Access for All" core document.	

Priority 3: Ensure effective involvement of disabled people and access advisors in schemes and services

Achievements	**Gaps/ not yet achieved**
• **Inclusive Design Advisory Panel (IDAP)** was re-established in 2010 with new format and supported by modest revenue funding. External advisor from Leicestershire Centre for Integrated Living (LCIL), supplemented recently by specialist input from Vista and Guide Dogs Association (GDBA). • IDAP also features in RNIB/OPB national report as example of good practice http://www.rnib.org.uk/getinvolved/campaign/localcuts/localservices/Pages/quickwins_report.aspx • **Regional/ national networks:** Access Officer and IDAP's external advisor in touch with a number of networks, including the Access Association –	All actions completed. Key areas of on-going concern are included in the options/ recommendati-ons below.

essential sources of information, advice, and learning. Currently considering involvement in a national "shared space" design network.
• **Leicester Disabled People's Access Group** (LDPAG):
  ○ capacity and focus developed to champion inclusive design and access, and as "critical friend" to the city council.
  ○ input into many key projects
  ○ support by Access Officer, enables efficient input to key city council projects and services.
• **Identifying a wider network of disabled people and disability organisations:** an extensive network can now be accessed via LCIL. Access Officer and LDPAG also have a network of contacts, many of which are listed in the "Accessible Leicester" Access Guide.
• **Consultation guidance and practice** (has been a major source of concern): Access Officer supporting corporate Research and Intelligence Team to develop consultation guidance and practice.	

Recommendations/ options

3.1 Establish and develop IDAP's role and status as a key working group informing the decisions of the City Mayor and Executive.

3.2 Increase involvement of Members and of access specialists in IDAP, but without losing its responsiveness and focus.

3.3 Ensure early and on-going involvement of Access Officer and IDAP in all key projects.

3.4 Leicester Disabled People's Access Group: continue to support and involve as a key means of involving disabled people in achieving inclusive design outcomes.

3.5 Continue work with corporate Research and Intelligence Team to ensure accessible and meaningful consultation.

3.6 Address capacity and resource issues to support this area of work.

Priority 4: Establish robust systems and procedures to help achieve our aims and deliver inclusive outcomes.

Achievements	Gaps/ not yet achieved
• **Highway and Transportation: Project Delivery Manual (PDM):** Inclusive Design requirements (including need for "Access Statements") included in current draft (currently being reviewed for final version). • **"Lessons learnt" process:** is included in the corporate project management procedures. Much of the Access Officer's, IDAP's and LDPAG's input (and the focus of Access Awareness Events) is based on lessons learnt from past projects. • **Lifetime Homes** policy compliance: system established and being implemented. • **Guidance notes** developed to support various aspects of design and summarise legal requirements of the Equality Act. • **Equality Impact Assessments:** City Mayor and Executive commitment to this process has increased their use. •	Highway & Transportation's Project Delivery Manual still in draft form (final version currently being finalised). Lessons learnt processes: better "capturing"of lessons learnt to influence subsequent projects and decisions. Equality Impact Assessment (EIA) process - needs better embedding in the project management process.

Recommendations/ options

4.1 Refine (and/ or supplement) the Equality Impact Assessment process and guidelines to ensure it's a useful project management tool for achieving inclusive outcomes.

4.2 Complete re-drafting of PDM procedures and encourage their use.

4.3 Complete the re-drafting of PDM procedures and start to implement.

4.4 Promote and develop this approach for other projects with inclusive design implications across the council.

4.5 (Corporately) Review and improve effectiveness of "Lessons Learnt" processes to inform subsequent projects/ programmes.

Priority 5. Ensure good progress towards achieving our aims

Achievements	Gaps / not yet achieved

The main areas of progress are summarised under the other priorities.	Staff capacity continues to be a major challenge in embedding inclusive design and delivering this programme. The Access Officer has to balance the need to improve processes and procedures, against an expanding volume of day to day case work**.** Although the programme's aims and priorities have guided this work, the process has been less structured than envisaged in 2010.
Recommendations/ options 5.1 The "Access for All" core document should communicate and take forward the "joined up" approach of the first action programme, but a) in a more accessible and higher profile format, and b) more clearly supporting day to day case work and outcomes. 5.2 Capacity and resources issues need to be addressed if inclusive design outcomes are to be achieved consistently across the council's services.	

6.0 Conclusions and recommendations

This report aims to give OSC a broad basis for a) further consideration of inclusive design, including progress made since 2010, and b) making recommendations to the City Mayor and Executive on taking this work forward. To help in this process, OSC is invited to:

- seek evidence from disability organisations - particularly the Leicester Disabled People's Access Group (LDPAG) and;
- consider (in discussion with IDAP and the LDPAG) a few specific projects/ programmes in more depth - to find out what specific issues arose, and what lessons could be learnt.

Appendices

Appendix 1: Inclusive Design and the Action Programme

Appendix 2: Inclusive Design Advisory Panel (IDAP) – an introduction

Appendix 3: Context & trends - the growing need for inclusive design

Appendix 4: Over-all progress (practical outcomes through day-to-day case work)

Appendix 5. The Equality Act and UN Convention

Appendix 6. Disabled People's Access Officer/ IDAP work load

Appendix 7. Inclusive Design and key council services/ functions

Appendix 1: Inclusive Design and the Action Programme

Inclusive Design (as defined in section 1.0 of this report):

- is a process of designing, constructing, and managing buildings, streets, spaces, transport systems, and products (including information), which everyone can use;
- encompasses where people live or work; the buildings, streets, spaces and products they use, as well as their means of getting around;
- addresses the rights and needs of people with ill health, injury or disability (including mobility, dexterity, sensory, learning, communication, continence and mental health impairments), ensuring they are supported by thoughtfully crafted and managed environments;
- recognises and accommodates differences in the way people use and respond to their environment;
- provides solutions that enable all of us to participate in mainstream activities equally, with choice and with dignity, and as independently as possible.

Aims, priorities and actions

The Inclusive Design Action Programme sets out agreed strategic inclusive design aims and key priority/ work areas which were adopted to help take the Action Programme forward (*see sections 1.0 and 5.0 of this report*).

The actions listed are to help:

- communicate the Council's commitment to inclusive design, with an emphasis on supporting those who are developing new policies , projects and programmes, as well as those implementing existing policies;
- provide links to more detailed information to support the Inclusive Design process;
- ensure that development projects meet the highest standards of accessibility and inclusion, as well as contributing positively to an

area's character and appearance; the Council's view is that good designers should be able to achieve both (as required by draft LDF Core Strategy policy CS 3).

- develop a clear framework for decision making, which will have Inclusive Design as a key consideration from the earliest stages of projects;
- ensure that potential conflicts with other priorities (whether at a strategic or more detailed / operational level) are fully considered and resolved early in the planning & design process;
- provide clear and simple planning and design guidance which wherever possible will be 'mainstreamed' in relevant supplementary planning documents and advice notes (rather than create a new policy framework.

Appendix 2: Inclusive Design Advisory Panel (IDAP) – an introduction

1. What is IDAP?

- The Panel, which meets monthly, was founded by the City Council and Leicestershire Centre for Integrated living in 2006 primarily in response to the rapid regeneration of the city centre.

- IDAP aims to provide the Council with clear and timely advice on inclusive design matters. This includes developing best practice in the context of the council's Inclusive Design Action Programme, and the city's Core Strategy (our key land use planning document), both of which call for the highest standards of access and inclusion.

- In 2010 the council's Cabinet decided that the IDAP should continue in order to support this positive approach to inclusive design**.**

- Current membership is as follows:
    - Chair: Councillor Newcombe
    - External Access Advisor: Eric Day, Leicestershire Centre for Integrated Living (LCIL)
    - Additional external specialists: Fiona Hind (Vista, Society for the blind), and Terry Smith (Guide Dogs Association)
    - City Council officers: Barry Pritchard (Highways & Transportation), Mike Richardson (Planning), and Paul Leonard-Williams (Disabled People's Access Officer)

- IDAP's role complements (and should not be confused with) that of the Leicester Disabled People's Access Group (LDPAG). Although LDPAG works closely with the council on access matters, it is an independent organisation representing disabled people, rather than a specialist advisory panel.

2. IDAP's recent work

- IDAP plays a valuable role in positively influencing a range of projects and programmes (listed in **Appendix 6** of this report).

- The Panel is also an important source of information on new legislation, standards, guidance and research.

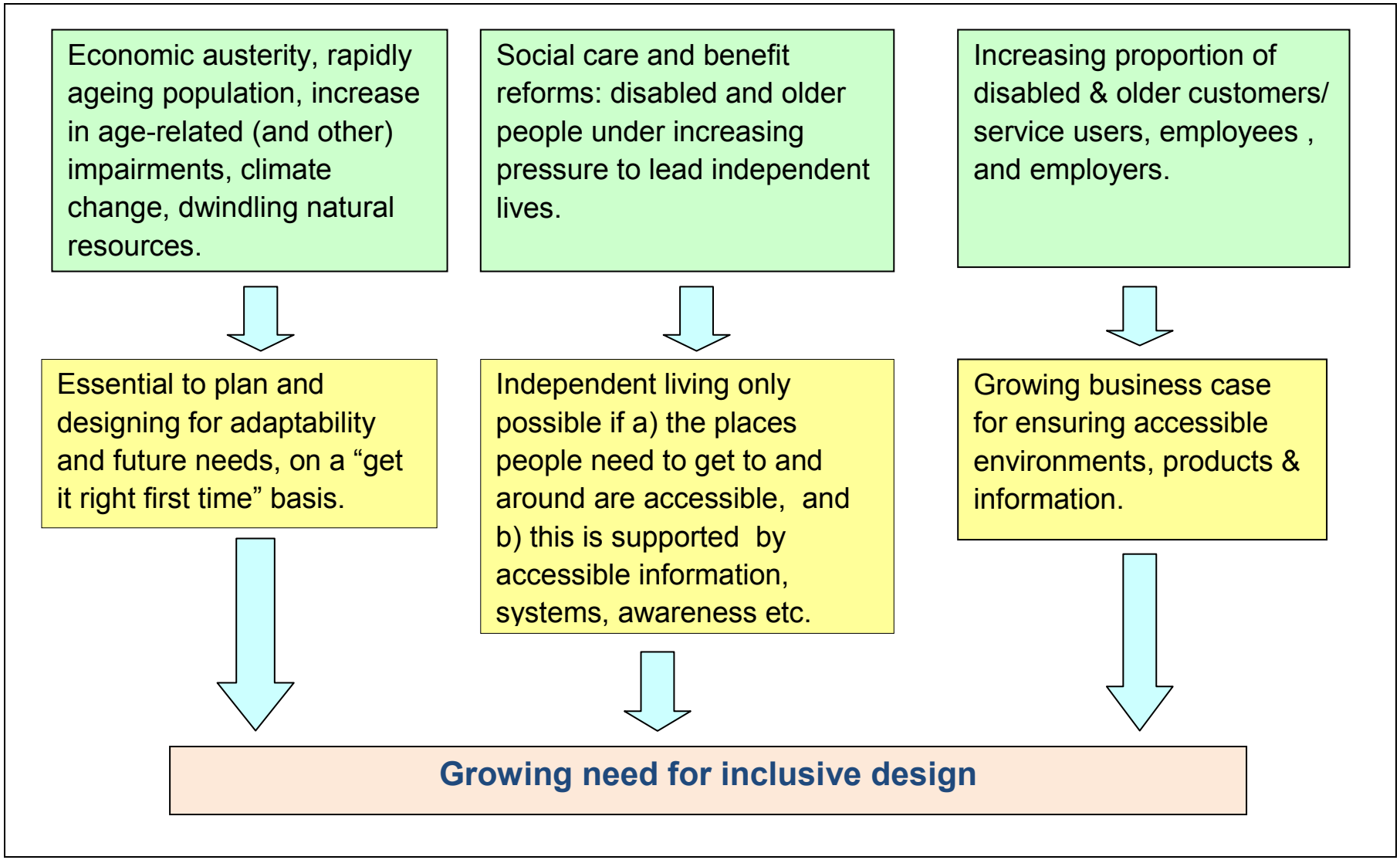
- IDAP has been identified as an example of good practice at a national level in *"Quick wins… and missed opportunities: how local authorities can work with blind and partially sighted people to build a better future"* (RNIB/ OPN report) http://www.rnib.org.uk/getinvolved/campaign/localcuts/localservices/Pages/quickwins_report.aspx , and in work currently being undertaken by the Equality and Diversity Forum relating to the Equality Duty.

3. Taking IDAP forward

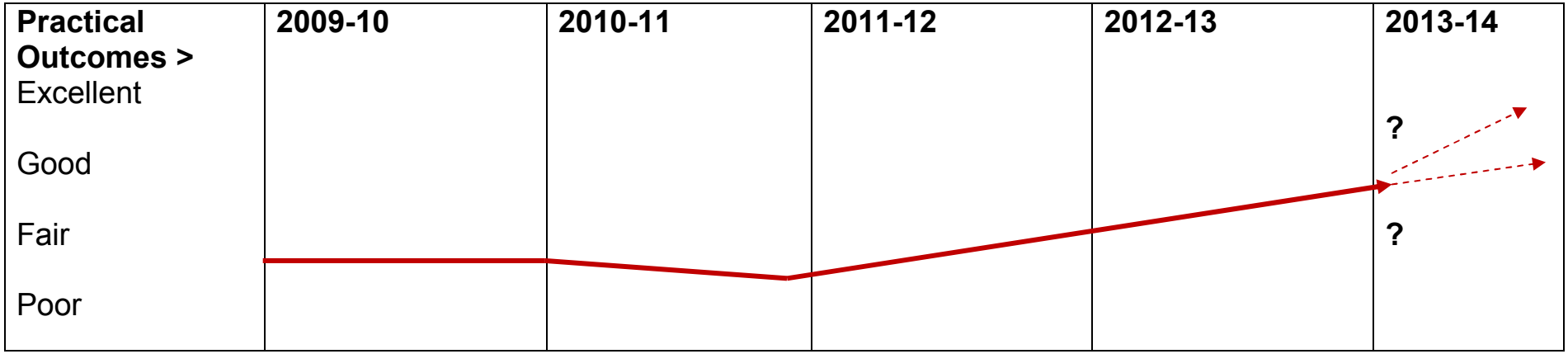
- IDAP is well placed to support delivery of the City Mayor and Executive's commitments and priorities – including the "Connecting Leicester" Programme. Its role helps to put into action the administration's strong commitment to equalities.

- The future of the panel is considered in section 5.0 of this progress report, which identifies the need for establishing a higher profile for its role within the council.

Appendix 3 : Context & trends – and the need for inclusive design



Appendix 4. Over-all progress (practical outcomes through day-to-day case work)



	2009-10	2010-11	2011-12	2012-13
Access Officer/ IDAP Case Work >	Intermittent input, and poor/patchy outcomes	Awareness increases > time to respond decreases (because of this strategic work)	Awareness increases> influence widens> time input more productive. Volume increase continues.	Volume further increases (e.g. Connecting Leicester, property, planning cons. (esp. housing).
Policy, processes, awareness raising etc.>	Processes reflect general low level of awareness and commitment. Scrutiny Task Group review to address.	Major time input to improve e.g. Core Strategy, IDAP etc.	Effects of strategic work start to kick in, but context more challenging, procedural work increases e.g. lifetime homes.	IDAP review of Action Prog. starts (remaining capacity needed for case work).

Appendix 5: the Equality Act and UN Convention

1. Equality Act 2010 and disability equality – a very brief summary

The Equality Act 2010: replaces/ brings together 9 pieces of legislation "to strengthen and streamline discrimination law". It protects people from discrimination relating to 9 "protected characteristics":

Race; Religion/belief;
Age; Disability;
Marriage & civil partnership;
Pregnancy & maternity;
Sexual orientation; Gender; Gender reassignment

"Reasonable adjustments" = where a disabled person is placed at a 'substantial disadvantage' (defined as "more than minor or trivial") in comparison to non disabled people, this must be rectified by:

- changing the built environment, and / or
- changing the way things are done,
- providing auxiliary aids and services (including providing information in accessible formats).

It also protects disabled people from a) discrimination that happens because of:

- something connected to a person's disability ("discrimination arising from disability")
- a person's association with a disabled person, or
- a person wrongly being perceived to be disabled

b) disability-related harassment or victimisation.

c) less favourable treatment because of the disability or age of the person for whom they care.

Public Sector Equality Duty: In addition Public Authorities must "have due regard for advancing equality" by:

- **Eliminating conduct prohibited** under the Act (including unlawful discrimination, harassment & victimization);

- **Advancing equality of opportunity** (between people who share a protected characteristic, and those who don't)
- **Fostering good relations** (between people who share a protected characteristic and those who don't).

This involves:

- **Removing/ minimizing disadvantages** suffered by people due to their protected characteristics
- **Taking steps to meet the needs of people** from protected groups, where these are different from the needs of other people;
- **Encouraging people from protected groups to participate** in public life or in other activities where their participation is disproportionately low.

2. The United Nations Convention on the Rights of People with Disabilities (ratified by UK Government in 2009)

The Convention is an international agreement to protect and promote the human rights of disabled people throughout the world. Key points:

- It's not just a paper 'declaration' without any teeth.
- It requires governments to take action to remove barriers and give disabled people real freedom, dignity and equality.
- Disabled people are encouraged to use it, to make sure their rights are respected and to get a better deal.

Appendix 6.

Disabled People's Access Officer / IDAP Work Load

Key:
A= Active project/ programme (1= current, 2 = looming)
B = Displaced (move to C or A)
C = "Parked"/ pending – pursue at later date.
D = Off (or on edge of) radar (1 = to pursue/ respond, 2 = don't pursue)

1. **Information, Involvement, Awareness Raising**

- "Accessible Leicester" Access Guide (A1),
- DisabledGo! (C),
- Web site information (C)
- Access Awareness event programme (B>A1),
- Other Inclusive Design/ Disability Equality Awareness Training (C)
- Inclusive Design Advisory Panel (IDAP) (A1),
- Leicester Disabled People's Access Group (A1),
- Other Groups/ organisations – including, Vista, LCIL, DEG, Access Association (A1)

2. **Policy/ strategy/ process**

- Inclusive Design Action Programme review (B>A1)
- Inclusive Design/ Access for All Guidance ("Core Brief" + additional guidance/ links) (B>A1)
- EIA/ Access statement process (B>A1), Project Delivery Manual (H&T) (B>A1)
- Connecting Leicester – strategic issues/ access statement, EIA etc., site management processes etc (B > A1)
- Cycling Strategy/ PFC Discussions (D1>A1?)
- Street Café review and guidance (design/ procedures) (B>C),
- Local Plan/ Core Strategy/ SPDs (A2)
- Highway 6Cs design guide (D)
- LCC Equality Strategy/ Improvement Group (LCC Eq strategy) (D2?)

3. **Projects / case work (design/ implementation)**

- Connecting Leicester street work schemes (A1),
- Jubilee Square (A1),
- Market development (A1),
- Haymarket bus station (A1),
- Belgrave Road (C>A2),
- Richard III visitor attraction (A2)

- DMU/ Mill Lane Public Realm (A1)
- Great Central Railway (A2)
- Ashton Green (D1?)
- BSF (D2)

- LCC accommodation review/ access arrangements – CS centre, Attenborough House etc (A1)
- LCC property emergency egress discussions (A1)

- Other Case Work: Planning/ H&T/ Property/ Health & Safety etc.– advice on major and minor schemes and programmes - including Lifetime Homes standards, access/ frontage arrangements, street improvements and H&S cases (A1, B & D)

- Advice to other services/ individuals – including enquiries from Members, City Mayor & Executive and customer services, and directly from customers (A1)

Appendix 7: Inclusive Design and key council services/ functions (this is not a comprehensive list, e.g. does not include Adult Social Care, Children's Services, Licensing, Parks & Open Spaces etc).

Planning	
Issues Implementing the policies is the main challenge (as with all qualitative aspects of planning). Factors include: • national moves towards deregulation ("presumption in favour of sustainable development") • learning curve for case officers of introducing new policies • more detailed guidance and systems needed to support the broad policy requirements (i.e. what we mean by "high standards" of inclusive design) • importance of determining applications within statutory timescales • major time implications (for Access Officer) of increased case work - particularly implementing Lifetime Homes policy.	**Current situation** • Inclusive design embedded in the council's Core Strategy (specifically in CS policies 3 and 6) and the planning guidance which supports it (major step forward) • Planning service re-organisation: Access Officer better placed to work with case officers and influence outcomes; • Case officers' awareness improved through discussion and training (focus so far on the Lifetime Homes Standards requirements); • Lifetime Home Standards: procedures and guidance produced and being implemented (also see Housing below). • Various planning applications challenged by LDPAG (based on these policies), and improvements to schemes sought (and where possible secured). • Options for addressing LTH standards capacity issues currently being considered.
Housing (Housing Development Team)	
Issues Generally as for Planning above.	**Current situation** • Wheelchair Housing Standards: Housing Development Team pro-active in promoting and securing standards (at least10%

	of units in all affordable housing schemes).
Building Control	
Issues • Although building regulations set minimum inclusive design standards, the many in the development industry tend to use them as a starting point from which to negotiate compromises. • Local Authority building control services compete in a commercial market with "approved inspectors" who are more likely to agree compromises to design standards. • The scope of Building Regulations is limited (e.g. they cover access to and within buildings – but not applicable to wider area, do not apply to "fit out" aspects such as signs and other fixtures/ fittings, and do not include all Lifetime Home Standards. • National moves towards deregulation could seriously compromise the accessibility of buildings.	**Current situation** • Officers' knowledge of detailed inclusive design requirements generally sound. • Access Officer works closely with officers on particular projects and issues and helps to ensure that planning and building regulation requirements are mutually supportive. • The scope for involving the service in delivering Lifetime Home Standards is currently being discussed.
Property	
Issues • Risk that inclusive access/ design becomes a lower priority following the loss of property's dedicated officer (DDA officer post). • Accommodation strategy and other property related projects	**Current situation** • Officers have started consulting the Access Officer's on specific projects and issues. • Joint working started with Fire Safety Officer, and Corporate Health and Safety committee to address emergency egress

are creating greater need/ demand for this input. • There's a significant amount of work (identified in DDA officer's audits), to bring operational premises up to minimum access standards. • Addressing emergency evacuation issues (without compromising duties to provide inclusive access), has recently arisen as a key priority. • Access Officer has insufficient capacity to respond fully to this additional area of work.	issues (including moving towards specifying evacuation lifts in major building/ refurbishment projects). • Need to address staff capacity issues is highlighted in the main body of this report (sections 4.0 and 5.0)
Highways & Transportation	
Issues • See main report re. key issues which need addressing (Cycle/ pedestrian conflicts, street obstructions, Bus transport, "Shared Space" + other strategic city centre/ Connecting Leicester issues). • Use of consultants (particularly engaged on public realm projects): need to recognise (and plan for) external consultants generally having a low level of inclusive design knowledge and experience.	**Current situation** • Access Officer works closely with officers across the service, both at a strategic and operational level (and including the "Connecting Leicester" work described above. • Officers generally aware and supportive of inclusive design objectives, and have been particularly responsive to the Access Awareness events. • Work underway/ planned to address the key issues: e.g. LDPAG / Leicester Cycle Campaign dialogue re. cycle pedestrian conflicts/ common ground, IDAP review of street cafe procedures (started but on hold), City Mayor seeking more powers to influence bus transport, and engagement with Guide Dogs Association and Vista regarding "shared space"

Cultural & Neighbourhood Services	
Issues • Anticipated increase in visitor numbers to the city highlights the need for high inclusive design standards e.g. in visitor journey/ experience planning, interpretation, and physical infrastructure. • Accessibility to and between key destinations needs improving. • Emergency egress issues (identified above) need addressing.	**Current situation** • Some examples of good practice e.g. Access/ inclusion standard achieved at DeMontfort Hall. • Generally low level of IDAP/Access Officer input into projects. • Need to consolidate and take forward existing good practice, particularly through "flag ship" projects such as Richard III visitor attraction and "Connecting Leicester's Past" projects.
Other Environmental Services: Health & Safety, Parks & Open Spaces	
Issues (public safety) • Hazards incorporated into buildings with public access (particularly small/ medium sized shops and other businesses) – often due to misguided attempts to improve access. • Need for more simple and accessible information for businesses on improving access. **Issues (parks & open spaces)** • Managing/ designing out anti-social use e.g. by motor cyclists, without excluding disabled people is a regular issue which arises.	**Current situation** • Access Officer regularly works with the Health & Safety Team to address access/ safety issues (e.g. well- meaning but misguided attempts to provide ramped access to businesses) • Access Officer input to management plans and development proposals + policy/ procedural advice (e.g. on anti-social use & detailing access).

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