



Inclusive Design Overlay to the RIBA Plan of Work



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Plan of Work

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Acknowledgements/Contributors

Credits and Acknowledgements

The Steering Group Authors would like to thank the many individuals who generously contributed their time, experience and expertise to develop a guide that is representative of the views, needs and wishes of many parts of the UK design, architecture, construction and engineering sector.

Motionspot

Motionspot is an award-winning inclusive design specialist for the built environment, providing inclusive design consultancy and innovative accessible products that change lives.

Heathrow

Heathrow owns and runs London Heathrow Airport, Britain's aviation hub.



Jane Simpson Access

Jane Simpson Access (RIBA) are Access consultants that understand the aspiration and legislative imperative of inclusive environments and provide practical design solutions.

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The RIBA serves our members and society in order to deliver better buildings and places, stronger communities and a sustainable environment. Inclusion is at the heart of this. To develop this further, the RIBA launched our Inclusion Charter, which commits us ‘to embedding inclusive design in all projects, contributing to the development of inclusive environments’.

To help our members achieve this goal we have produced this document, the Inclusive Design Overlay. The Overlay outlines inclusive design tasks aligned to the RIBA 2020 Plan of Work, equipping built environment professionals to embed inclusive design into project briefs and delivery using an industry coordinated guidance framework.

Significant engagement has been carried out with contributions, to capture key inclusive design considerations across each work stage, which further enhances the Overlay’s value. This document will not only help our members, but other design professionals, to support wider communities, placemaking and buildings by designing for everyone, not the few.

I am delighted that the RIBA have been able to work as part of the core group supporting this important reference for embedding inclusive design in all buildings and I hope you make the most of this valuable resource.

Simon Allford
RIBA President 2021-2023





“Our industry needs a more rigorous and collaborative approach to inclusion throughout the full lifecycle of our projects and assets. This project aims to embed an inclusive design framework within the RIBA Plan of Work. We are grateful to our project partners and industry colleagues for their commitment to deliver this.”

Alex Tait

Director of Practice and Individual Knowledge, RIBA

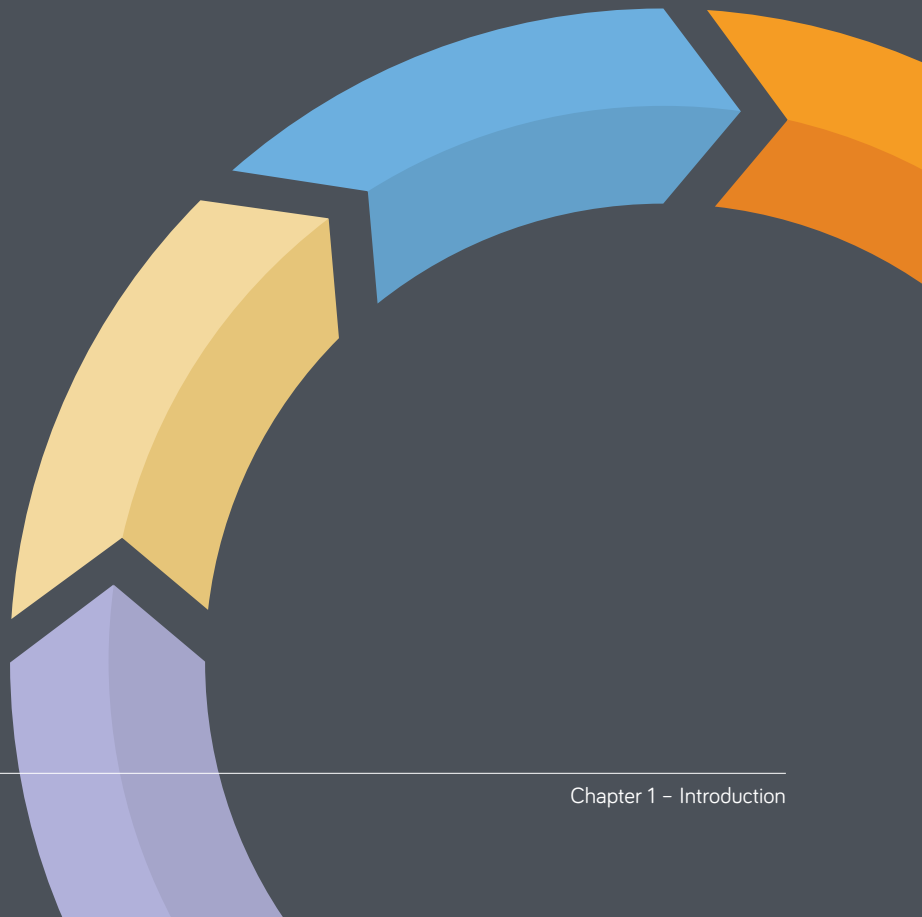
“The role our built environment has on each and every person’s life cannot be overestimated. That’s why it is so important that inclusion and accessibility is at the heart of all stages of design; if we’re going to build a world where everyone feels welcome, safe, and valued. This Inclusive Design Overlay provides a consensus across built environment professions for how we accelerate inclusion and value diversity.”

Robbie Turner

Director of Inclusion and Diversity, RIBA.

1.

Introduction



The RIBA Inclusive Design Overlay (IDO) project was set-up to address the following problem statement:

‘There is currently no single industry source of reference for embedding inclusive design into programme delivery that can be understood and applied by all built environment professionals, from clients to operators, across the RIBA Plan of Work’.

Since 2022, over 100 professionals from across 25 different built environment professions have provided insights and best-practice content contributing to the development of the Inclusive Design Overlay to the RIBA plan of Work.

The RIBA Inclusive Design Overlay Steering Group would like to thank each individual and organisation that has contributed to the development of this guidance. This has been a truly collaborative effort and could not have been achieved without your valuable contributions.



What is Inclusive Design?

Inclusive design seeks to create buildings and environments that welcome everyone, regardless of their characteristics or identity, such as: age, disability, sex, gender, marriage or civil partnership status, pregnancy, maternity or paternity leave status, race, ethnicity or colour, religion or belief, carer status, career level, and more.

Inclusive design aims to remove the barriers that create effort and separation, and enables everyone to participate equally, confidently, and independently in everyday activities.

Why is Inclusive Design important?

The design of the built environment can include or exclude users. By designing our infrastructure with human diversity at its core we can consider the widest range of human abilities and experiences in our designs. Furthermore, we can identify potential barriers, and create design solutions that are accessible and inclusive to all users, equitably.

Equity recognises that each person has different circumstances, and we must acknowledge and make adjustments in our designs to address these, giving everyone the same opportunities and fostering a diverse culture.

Humans are different and will access and experience infrastructure differently. However, those differences shouldn't stop anyone experiencing the environment with dignity and a sense of belonging.

Designing inclusively is intricately linked with sustainability. The UN Sustainable Development Goal, Number 11 is to 'make cities and human settlements inclusive, safe, resilient and sustainable'. BREEAM (Building Research Establishment Environmental Assessment Method) and WELL (WELL Building Standard) refer to the importance of inclusive design in creating sustainable environments. The RIBA Sustainable Outcomes 'Good Health and Wellbeing' (Outcome 6) and 'Sustainable Communities and Social Value' (Outcome 7) include principles to 'design spaces that are inclusive and universally accessible' and 'create inclusive places for community interaction'.

The Independent Review of Building Regulations and Fire Safety report led by Dame Judith Hackitt highlights the importance of community engagement, safety and inclusion in design. It states that 'those who procure, design, create and maintain buildings are responsible for ensuring that those buildings are safe for (all) those who live and work in them...Residents will actively participate in the ongoing safety of the building and must be recognised by others as having a voice' (Building a Safer Future, Independent Review of Building Regulations and Fire Safety: Final Report, Dame Judith Hackitt, 17 May 2018). Underpinning inclusive design is the engagement with people, communities and stakeholders impacted by the design with lived experience of diverse, intersectional characteristics and identities, in order to better understand the needs of a variety of users in the design of buildings and environments.



What is the Inclusive Design Overlay?

The RIBA Inclusion Charter was created in October 2020 and includes a set of commitments and actions practitioners can take to break down barriers and make architecture more equitable and inclusive.

One of the 5 actions included in the RIBA Inclusion Charter, 2020 was a commitment to ‘embedding inclusive design in all projects, contributing to the development of inclusive environments’ (Action No.5, RIBA Inclusion Charter).

The Inclusive Design Overlay to the RIBA Plan of Work seeks to equip and empower built environment professionals, with the knowledge to embed inclusive design into project delivery across all stages of the RIBA Plan of Work.

The inclusive design tasks applicable to a diverse range of built environment professionals within these teams are outlined in the form of core project roles, including the **Client, Project Management Team, Design Team, Construction Team** and **Asset Management Team**.

The Inclusive Design Overlay is presented in-full on the following pages, with a summary version included as an Overlay to the RIBA Plan of Work 2020 in the Appendix on pages 57-63.

The RIBA Plan of Work 2020 Overview divides the project team into the three core parts of **Client** team, **Design Team** and **Construction Team**.

For this Inclusive Design Overlay, the **Client** team has been split into the **Client** and the **Project Management Team** to ensure the **Client** (organisation or individual) and professionals supporting the project management function can identify their unique tasks. An additional **Asset Management Team** has also been added that develops the operations and maintenance strategy and undertakes asset/facilities management in-use.

Supporting the Inclusive Design Overlay are enablers that will facilitate the effective implementation of the Inclusive Design Overlay.

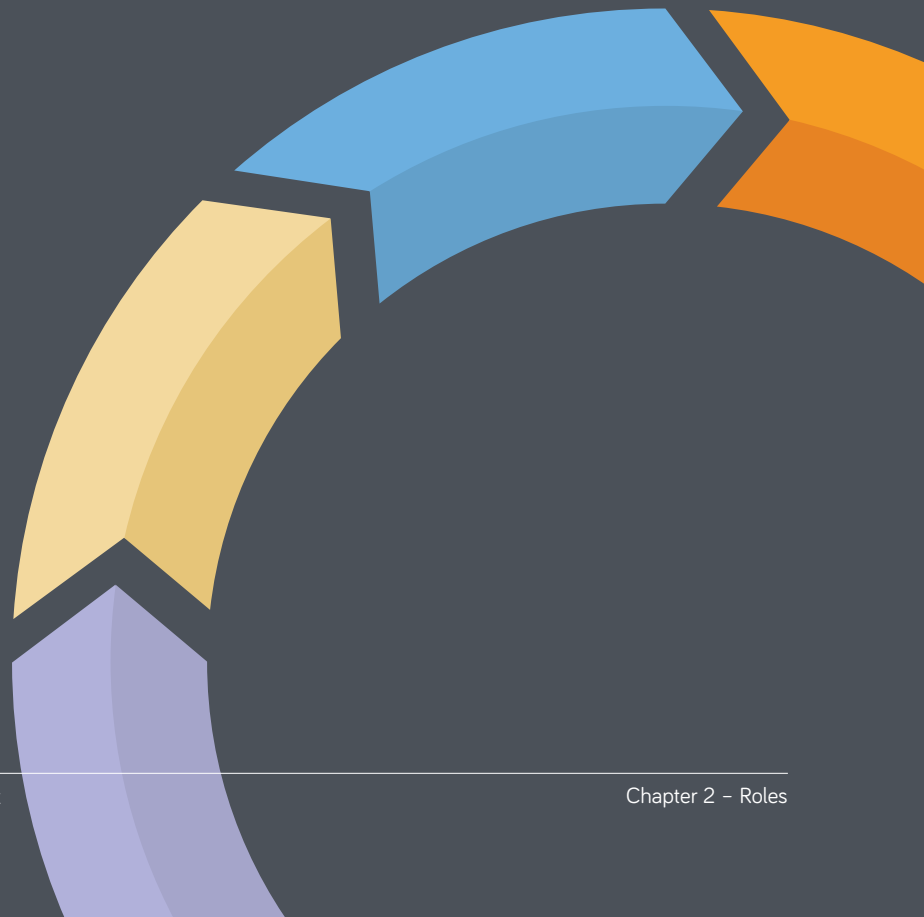
Document Key

- Project roles, enablers and RIBA Plan of Work terms referred to throughout the Inclusive Design Overlay are in **boldened text**.
- Descriptions are provided in Project Role definitions (page 14), under Enablers (page 44), or within the Glossary (page 52).
- Project roles are referred to and referenced as:
 - **Client**
 - **Project Management Team**
 - **Design Team**
 - **Construction Team**
 - **Asset Management Team**
- The role of an **Inclusive Design Consultant** or **Inclusion Champion** has been referred to as the **Inclusive Design Lead** at relevant Work Stages throughout the Overlay to provide support and expertise to the project roles.
- To use the Inclusive Design Overlay, choose from the project roles that are most applicable to you and/or your team and apply each of the actions.



2.

Roles



| Role | Definition |
|------------------------------|---|
| Inclusive Design Lead | <p>An Inclusive Design Lead on the majority of projects will be an independent Inclusive Design Consultant, however where the project is smaller in size and doesn't require specialist inclusive design advice, an Inclusion Champion could be identified with appropriate scope and services from a member of the project team and will have a responsibility for ensuring the project is designed to be as inclusive as possible.</p> <p>Inclusive Design Consultant</p> <p>Dependent on the size and complexity of the project, appointment of an Inclusive Design Consultant (sometimes known as an Access Consultant or Inclusive Environment Consultant) is required to ensure environments are designed to be accessible and usable for all people, regardless of their abilities, disabilities, gender, faith, and other protected characteristics.</p> <p>A specialist in the field of inclusive design; an independent Inclusive Design Consultant should be appointed at the earliest stages of a project to help define the Project Brief, set the Inclusive Design Strategy and provide specialist advice at each RIBA work stage to help design projects that are as inclusive as possible for everyone.</p> <p>The necessary technical skills required can be summarised as:</p> <ul style="list-style-type: none"> - Awareness of the legislation, regulations and best practice within the project context - Experience on how to design beyond the minimum standards of building regulations and design for all the nine protected characteristics identified in the Equality Act 2010, and wider considerations e.g., carers, cultural diversity etc. - Expert knowledge of best practice guidance and industry standards. - Awareness of the latest inclusive design research and regular attendance of industry CPD's. - Understanding of the full range of technical functions across a project team and their influence on the inclusive design outcomes. - An ability to read and understand complex technical drawings and specifications. - Professional indemnity insurance to cover the project insurance requirements. - Accredited member of an industry body like The National Register of Access Consultants (NRAC), the International Association of Accessibility Professionals (IAAP) etc. Note: The experience of NRAC consultants varies based on their sector and specialism and not all Inclusive Design Consultants are members of the NRAC etc. It is recommended the relevant team lead interviews with consultants to establish that their experience and knowledge is applicable to the project. <p>Inclusive Design Consultants should be able to undertake the following services:</p> <ul style="list-style-type: none"> - Understand the Project Brief and have relevant project experience within the industry and sector. - Once appointed, they should consider all user perspectives and agree the Inclusive Design Strategy with the Client. |

| Role | Definition |
|------------------------------|---|
| Inclusive Design Lead | <ul style="list-style-type: none"> - Conduct detailed inclusive design reviews of projects in line with their scope of appointment (which may include, drawing reviews, specification and product assessments, site visits and report writing) - For existing buildings, carry out inclusive design and access audits (barrier assessments) to identify potential challenges and inclusive design improvements. This could include advising on policy and operations and maintenance . - Attend meetings with clients, collaborators, stakeholders, and partners, presenting innovative design solutions that represent a thoughtful and functional approach to inclusive design and embrace best practice standards. - Work within a team ensuring service and project work is carried out within agreed deadlines and that appropriate service/design decisions are met. <p>Inclusion Champion</p> <p>For smaller sized simpler projects, an Inclusion Champion should be identified within the Client organisation and/or the Design Team, and would be responsible for raising standards of equality, access, and inclusion on the project.</p> <p>Their role on the project will be similar to that of a consultant; to monitor and advise on equality, accessibility and inclusion through all the RIBA Work Stages, but their knowledge and technical skills may not be as extensive as a trained professional.</p> <p>Key skills of an Inclusion Champion should include:</p> <ul style="list-style-type: none"> - Knowledge and understanding of diversity, inclusion and equity, and can raise awareness of potential issues. - An understanding and awareness of applicable legislation within the project context e.g., Equality Act, 2010 (or Country applicable). - An awareness and consideration of the different needs of users across the protected characteristics (Equality Act, 2010), and wider characteristics e.g., carers, and encouraging best practice. - An understanding of the UN Sustainable Development Goals universal values e.g., leave no-one behind. - An understanding of the fundamental principles of inclusive design, such as placing people at the heart of the design process, acknowledging diversity and difference etc., - Promotion of inclusive design thinking across the team at all stages of the design process. - Attend project team meetings to understand the design considerations made for diversity, accessibility and inclusion, and awareness of when to engage an Inclusive Design Consultant where technical specialist advice is required. - Provide learning resources or information to the project team on topics related to equality, accessibility and inclusion in the built environment. <p>The Inclusion Champion could sit within the Client team or Design Team but is required to be available throughout the duration of the project. They may hold other duties within the project, subject to competence and resource for their respective appointments.</p> |

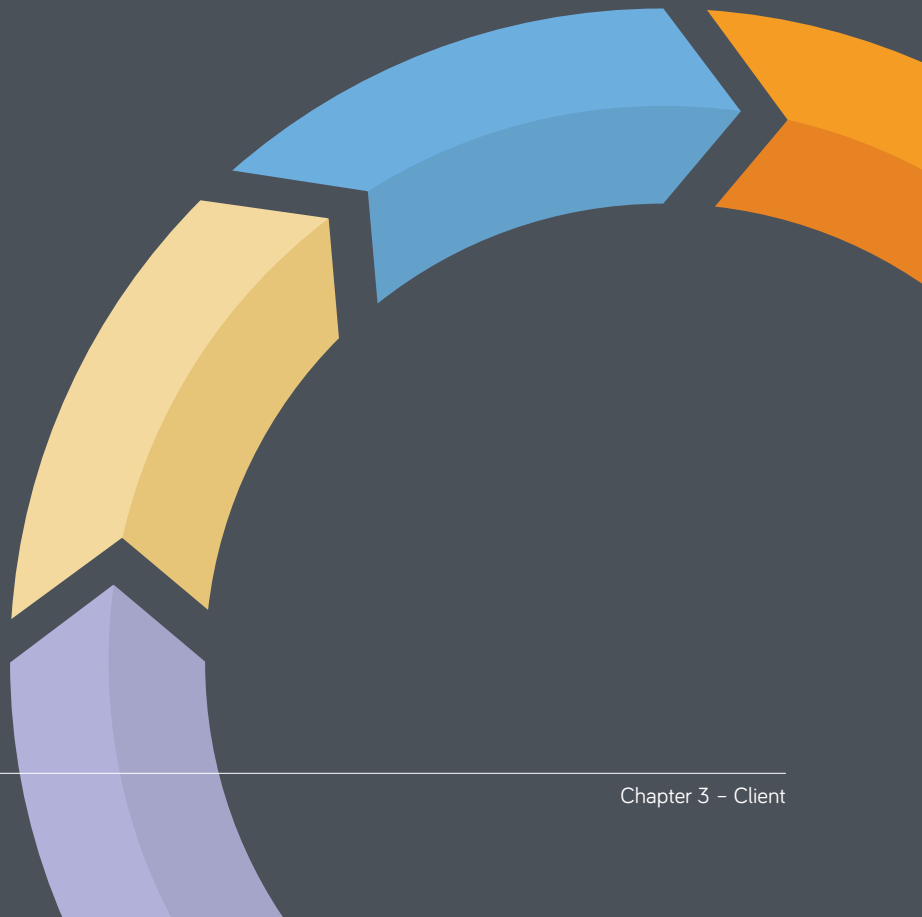
| Role | Definition |
|--------------------------------|--|
| Inclusive Design Lead | Working practices: It is advisable for all Design Team members, Client and Construction Teams to identify an Inclusion Champion within their teams who will be responsible for liaison with the appointed Inclusive Design Consultant (if applicable). |
| Client | The RIBA Plan of Work 2020 defines the Client as the commissioning entity for a project. Further reference to Client is discussed in the RIBA Plan of Work 2020 Overview. |
| Project Management Team | The Project Management Team is generally a part of the Client team and concerned with the overall planning and co-ordination of a project from inception to completion, enabling completion on time, within cost and to required quality and inclusion standards. The Project Management Team may include a project manager, client representative, cost consultant, contract administrator (employer's agent), information manager and an RIBA Client Adviser. |
| Design Team | <p>The Design Team is responsible for the design of the building, for producing the information required to manufacture and construct it (not to be confused with the Client). Anyone who designs, engineers or contributes advice or information that will be used as part of the design process needs to be in the Design Team. These may include service engineers, structural engineers, interior designers, space planners, lighting or catering designers, lift designers and human factors.. Each has a role to play in ensuring inclusive design. In some cases on larger more complex projects it is common for the contractor to contribute to the design process.</p> <p>The Design Team is led by the lead designer (responsible for coordinating the inputs and information from each Design Team member), and will vary depending on the size and complexity of the project.</p> <p>The Inclusive Design Lead will be part of the Design Team.</p> |
| Construction Team | <p>The contractor is the organisation traditionally responsible for the construction of the development. However, in many construction contracts the contractor will also have substantial design responsibilities and will often employ designers to fulfil this role. Co-ordination and continuity between the employers and the contractor's designers is therefore essential to maintain the inclusion standards.</p> <p>The Construction Team is responsible for manufacturing, assembling, or constructing a building, including the logistics and contractual relationships connected with this. The level of design input will be driven by the contractual obligations.</p> |

| Role | Definition |
|------------------------------|---|
| Asset Management Team | <p>The Asset Management Team (also known as the Facilities Management Team) are responsible for developing, operating, maintaining, upgrading and disposing of an asset using the most effective and efficient means, as defined in the 2020 RIBA Plan of Work Overview.</p> <p>Operations and maintenance functions integrate people, place, and processes within the built environment with the purpose of improving the quality of life of people and the productivity of the core business. For example, providing a summary of all key information about a building, including the Health and Safety File and Fire Safety Information, which are regulatory requirements; Landscape Ecological Management Plans (including play equipment), Adoptions and more. These functions are undertaken by the Asset Management Team who are the primary users of the Building Manual.</p> <p>The Building Manual and Building User Guide includes information that can be used to ensure that asset management is effectively implemented and might contain tasks that the users must consider to get the most out of the building.</p> |



3.

Client



RIBA Work Stage 0 (Strategic Definition)

- Define the inclusive design vision and commitment and identify how the project might align to wider social value, sustainability and/or diversity and inclusion goals. Set these out in the **Project Brief** and **Inclusive Design Strategy** for the project team to achieve.

Note: The **Inclusive Design Strategy** might be further developed with input from the **Inclusive Design Lead** and **Asset Management Team** in RIBA Work Stage 1.

- Identify an approach to **Inclusive Design Lead** to help support the **Project Brief** and monitor inclusive design delivery across the project.
- Set aside a **Project Budget** to deliver inclusive design (including user engagement and any other identified inclusion considerations that may have cost requirements).

RIBA Work Stage 1 (Preparation & Briefing)

- Set up the **Project Management Team** structure with clear roles and responsibilities for inclusive design, (e.g., leading the **Inclusive Design Stage Outcome Review**).
- In partnership with the **Project Management Team**, appoint an **Inclusive Design Lead**

Note: The **Inclusive Design Lead** will be responsible for monitoring adherence of inclusive design principles throughout the project. For more information on the duties of the **Inclusive Design Lead** see **Project Management Team**, Work Stage 1, and Project Role definitions on page 14.

- Ensure the **Project Brief** makes explicit reference and commitment to include inclusive design across the life cycle of the project. The **Inclusive Design Lead** will be responsible for monitoring adherence of inclusive design principles throughout the project.
- Review progress against the **Project Budget** allocated in Stage 0 with the **Client** to ensure the proposed **Inclusive Design Strategy** is deliverable.
- Understand the current and potential future users of the built environment by undertaking a user **impact assessment** and request the **Inclusive Design Lead** to undertake an inclusive design audit, in order to identify current building challenges and impact on users.

Note: An inclusive design audit is applicable at this Work Stage for a refurbishment project. If the project is a new build development, undertake an **impact assessment**).

- In partnership with the **Project Management Team** and **Inclusive Design Lead**, develop a user and **communication** strategy.

RIBA Work Stage 2 (Concept Design)

- Mobilise and engage a **User Group** to be consulted by the project team at each RIBA stage with support from the **Inclusive Design Lead**.
- Create and agree an inclusive design review and feedback process (**Inclusive Design Stage Outcome Review**) for the project team to evidence their approach to maintaining inclusive design values as defined in the **Inclusive Design Strategy**.

Note: From Work Stage 2-7, the **Client** should receive evidence of the **Inclusive Design Stage Outcome Review** being undertaken by the project team with the exception of the **Design Team** and **Construction Team** delivering this up to RIBA Work Stage 6.

RIBA Work Stage 3 (Spatial Coordination)

- Request the **Inclusive Design Lead** to undertake an inclusive design review of all proposed designs across the RIBA Work Stages in consultation with the **User Group** and **Design Team**.
- Provide information to the **Project Management Team** of any identified third parties that should be consulted in respect of the long-term operations and maintenance services post-delivery.
- Request the **Project Management Team** to confirm an inclusive design review has been completed ahead of **Planning Application** submission, to mitigate later design development and project delivery constraints. Constraints not mitigated to be raised and agreed with **Client**.

RIBA Work Stage 4 (Technical Design)

- Set inclusive design requirements within the tender brief and scope against a scoring target for inclusive design within the procurement process, ensuring competency within a prequalification questionnaire (or similar).
- Review design progression with the **Design Team** to ensure designs and specifications are in line with the **Project Brief, Inclusive Design Strategy** and specialist needs have not changed or been compromised. (For example, the provision of ergonomic or sit-stand desks, facilities for assistance dogs, evacuation arrangements for people unable to use stairs independently, provision of gender-neutral toilets, multi-faith prayer rooms etc.).
- Engage the **Inclusive Design Lead** to undertake an inclusive design review in consultation with the **User Group** and **Design Team**.
- Review project operations and management considerations for the **Asset Management Team** to ensure the building or environment will be managed to facilitate inclusive and accessible use.
- Ensure the **Construction Team** have considered inclusion needs for construction staff and public, within their **Construction Phase Plan**.
- Upon receipt of tender proposals, engage the **Inclusive Design Lead** to support the review, along with other members of the **Design Team** as the **Client** requires.
- Engage an **Inclusive Design Lead** to undertake an **Inclusive Design Stage Outcome Review** to understand how the design is meeting the objectives, as set out in the **Inclusive Design Strategy** (RIBA Work Stage 2).

RIBA Work Stage 5 Manufacturing and Construction

- Engage the **Inclusive Design Lead** to undertake an inclusive design audit, mid-build, and pre-completion to check any as built defects, and provide a report against the **Inclusive Design Strategy**. This review should include construction proposals to ensure they have considered and defined standards for inclusion, associated with construction site(s) and including temporary works, to maintain safety on and adjacent to site.
- Engage the **Design Team** to identify inclusive design operations and maintenance related training requirements to ensure training at handover is delivered by the appropriate person or organisation.

RIBA Work Stage 6 (Handover)

- Ensure the Asset Management Team prepares handover training documents for the building site management team, including where they extend to the **Health and Safety File**. Building guides should be provided in alternative formats (such as large print, plain English, easy read, Braille, audio described, British Sign Language interpreted). .
- Assess submitted **Inclusive Design Stage Outcome Review's** from the project team to understand how the design has met the inclusive design values and objectives as set out in the **Inclusive Design Strategy**.

RIBA Work Stage 7 (in-Use)

- Where the **Client** retains ongoing ownership, manage operations and maintenance of the asset. This includes initiating **Post Occupancy Evaluations**, lessons learnt reviews with stakeholders to understand how the design has worked for users across a defined period.

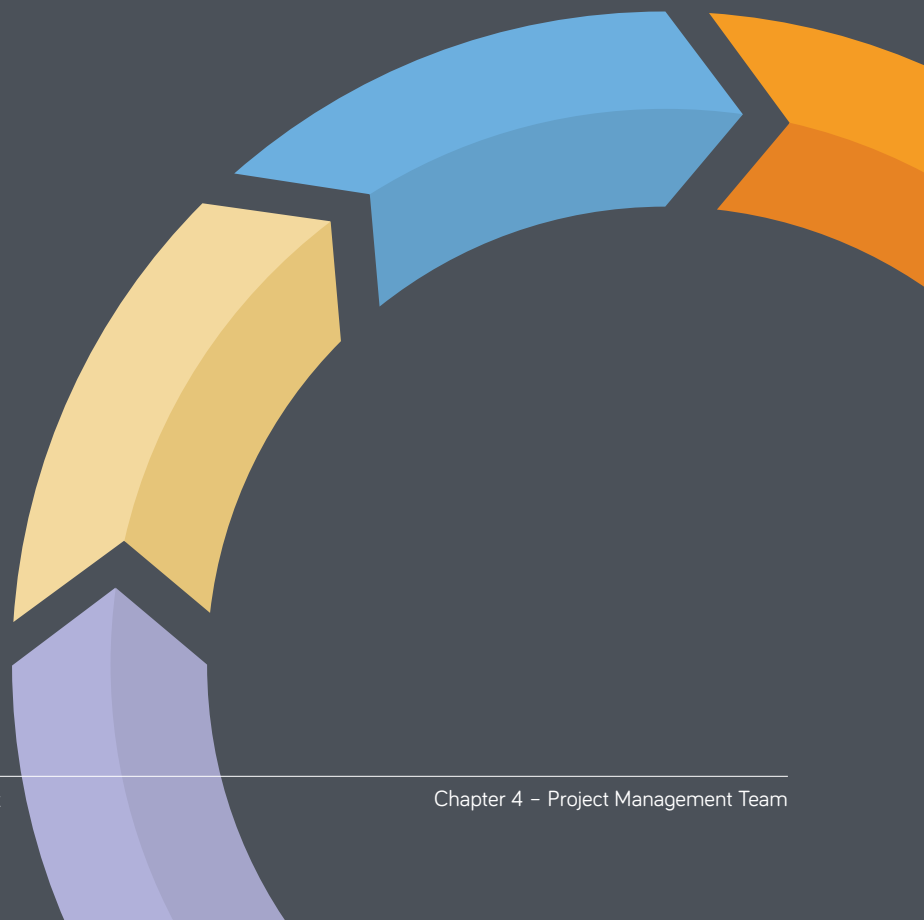
Note: the user feedback process should be set as part of the **Asset Management Team** and **Design Team** strategies, including budget to undertake necessary updates.

- Ensure that any building(s) and external public realm (hard or soft landscaping) is managed in line with the operations and maintenance strategy to ensure inclusive design is maintained.



4.

Project Management Team



Project Management Team

RIBA Work Stage 0 (Strategic Definition)

- Review the **Project Brief** and ensure the **Inclusive Design Strategy** is understood by the **Project Management Team**.

Note: The **Inclusive Design Strategy** might be further developed with input from the **Inclusive Design Lead** and **Asset Management Team** in RIBA Work Stage 1.

- Define the **Project Management Team** commitment to inclusive design and ensure the allocated **budget** supports the **Inclusive Design Strategy**, including handover activities. This may be applied to Stage 1, where the project team is not yet appointed.

Note: This may be applied to Stage 1, where the project team is not yet appointed.



RIBA Work Stage 1 (Preparation & Briefing)

- In partnership with the Client, appoint an Inclusive Design Lead. Services may include:
 - Undertake site visits to understand the current building challenges, initial gaps and identify impacted (current and future) users.
 - Conducting an inclusive design audit of a building or environment. Note: If a new build development, undertake a user **impact assessment** to identify users likely to be impacted by the proposed design.
 - Support the **Client** with identifying and defining the project inclusive design outcomes, principles and applicable inclusive design legislation, standards and guidance, in the form of an **Inclusive Design Strategy** with input on operations and maintenance.
 - Using insights from the above, develop a user and **communication** (external) strategy, and a project delivery team onboarding (internal) strategy e.g., signposting to foundational inclusive design learning and knowledge resources.
 - Review contracts to ensure the **Inclusive Design Strategy** commitment is met throughout the project and beyond.

Note: Inclusive design should be seen as equal status of importance as sustainability, social value, and financing goals.

- Understand the current and potential future users of the built environment and in partnership with the **Client** and **Inclusive Design Lead**, develop a user and **communication** strategy.

Note: Here you could request information from the **Client** on their user **impact assessments**, where available and in line with **data** requirements.

- Ensure an understanding of inclusive design within the **Project Management Team** and signpost to relevant inclusive design knowledge and learning resources provided by the **Inclusive Design Lead**. Test the learning resources with project team members to ensure resources and **communication** is accessible for users.

RIBA Work Stage 2 (Concept Design)

- Embed the **Inclusive Design Lead** as a member of the **Design Team**, providing access to all proposed designs in order to undertake inclusive design reviews as required. .
- Ensure **communication** is effective between all stakeholders and the **Project Management Team**, tracking the feedback and implementation.

RIBA Work Stage 3 (Spatial Coordination)

- Confirm inclusive design co-ordination is complete ahead of the **Planning Application** with the **Client**, following **Design Team** review. Any constraints should be recorded and agreed.
- Prepare a handover documentation strategy with the **Design Team** to ensure the information required will be made available in an accessible and inclusive manner.

- In partnership with the **Inclusive Design Lead**, undertake an **Inclusive Design Stage Outcome Review** to demonstrate meeting the **Inclusive Design Strategy**.

Note: **The Inclusive Design Stage Outcome Review** is to be undertaken as required by the **Client**, across RIBA Work Stages 2-7, with the exception of the **Design Team** and **Construction Team** delivering this up to RIBA Work Stage 6. In some instances this review can be done in partnership with the **Inclusive Design Lead, Project Management Team, Design Team, and Construction Team**.

RIBA Work Stage 4 (Technical Design)

- In partnership with the **Inclusive Design Lead**, and **Design Team**, review the **Construction Phase Plan**. This should include the site management strategy, segregation of activities and risks, as well as build phasing plan(s) to maintain inclusive design requirements. Any concerns should be raised with the **Project Management Team** or **Client** so they may be addressed ahead of site mobilisation.

Note: This is relevant where the **Project Management Team** has been appointed by the **Client**, otherwise, this should be managed by the **Client**.

- Confirm the requirements for the **Building Manual** and **Building User Guide** content and format with the project team.
- Prepare contract documents to include all aspects of inclusive design for drawings, specifications, and support in line with **Project Brief**, whether as clauses or appendices (as required).
- When assessing operability ensure a diverse demographic is consulted.
- Work with the **Inclusive Design Lead** undertake an **Inclusive Design Stage Outcome Review** to demonstrate meeting the **Inclusive Design Strategy**.

RIBA Work Stage 5 (Manufacturing and Construction)

- Collate handover documentation in line with the agreed strategy ahead of Work Stage 6 and check the method of **communications** (information and knowledge transfer) is inclusive and easy to understand.
- Review and agree the **communications** method of handover (information and knowledge transfer) is inclusive and easy to understand to provide any supporting guidance for any new technologies (i.e., ground source heat pumps, air source heat pumps, electric vehicle charging etc.) for both the **Building Manual** and the **Building User Guide**.
- Work with the **Inclusive Design Lead** undertake an **Inclusive Design Stage Outcome Review** to demonstrate meeting the **Inclusive Design Strategy**.

RIBA Work Stage 6 (Handover)

- In partnership with the **Inclusive Design Lead** facilitate a site-visit to undertake an inclusive design audit in consultation with the **User Group**.
- Undertake inclusive design lessons learnt review of the project, to identify inclusive design benefits (outcomes), where values were lost/maintained, and how can these be improved in future.

- Work with the **Inclusive Design Lead** to support **Aftercare** tasks in accordance with their scope of work (or this may be assigned to others).
- Where required, identify and support training on the inclusive design features of the project with the **Asset Management Team**.
- Work with the **Inclusive Design Lead** to undertake an **Inclusive Design Stage Outcome Review** to demonstrate meeting the **Inclusive Design Strategy**.

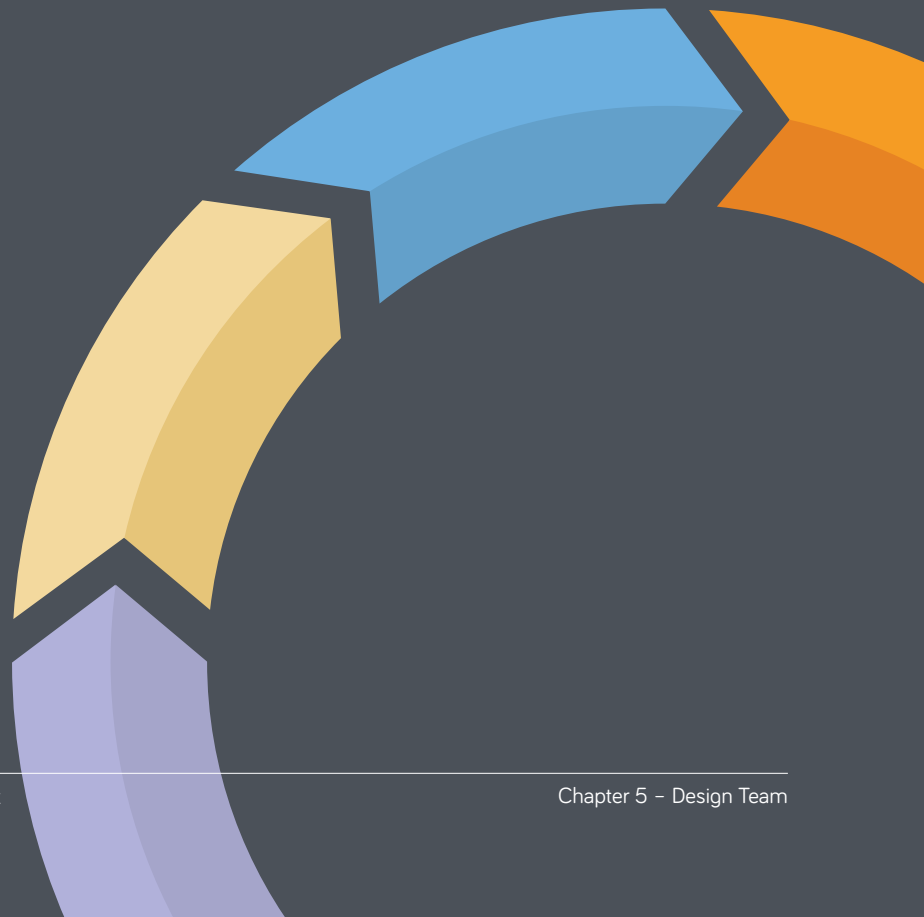
RIBA Work Stage 7 (in-Use)

- Work with the **Inclusive Design Lead** to support **Post Occupancy Evaluation** reviews to assess how the built environment is supporting end users (where appointed to do so).
- Work with the **Inclusive Design Lead** to undertake an **Inclusive Design Stage Outcome Review** to demonstrate meeting the **Client's** inclusive design requirements.



5.

Design Team



RIBA Work Stage 0 (Strategic Definition)

- Support the development of the **Inclusive Design Strategy** and ensure the **Project Brief** is understood by the **Design Team**.
- Define the **Design Team** commitment to inclusive design including how inclusive design will be embedded throughout the project e.g., testing designs with **User Group**, and ensuring the allocated budget supports the **Inclusive Design Strategy**.

Note: This may be applied to Stage 1, where the **Design Team** is not yet appointed.

RIBA Work Stage 1 (Preparation and Briefing)

- Understand the current and potential future users of the built environment, and in partnership with the **Client** and **Inclusive Design Lead**, develop a user and **communication** strategy.

Note: Here you could request information from the **Client** on their user **impact assessments** where available and in line with **data** requirements, and the insights from the inclusive design audit undertaken by the **Inclusive Design Lead**.

- Check understanding of inclusive design within the **Design Team** and signpost to relevant inclusive design knowledge and learning resources provided by the **Inclusive Design Lead**.





RIBA Work Stage 2 (Concept Design)

- Integrate the **Inclusive Design Lead** as a member of the **Design Team**, providing access to all proposed designs throughout the project in order to undertake inclusive design reviews as required.
- In partnership with the **Inclusive Design Lead**, set-up and facilitate **User Group** engagement sessions to test designs and capture feedback.
- Commit to identifying and applying best practice inclusive design, standards and guidance as relevant or as outlined in the **Inclusive Design Strategy**. The aim should be to go beyond minimum equality and safety regulations.

RIBA Work Stage 3 (Spatial Coordination)

- Support the **Inclusive Design Lead** to undertake inclusive design reviews of proposed design schemes, to ensure inclusive design best practice is being applied and complies with regulations.

Note: This is to ensure the project delivery will not be constrained in Work Stage 4 by ensuring adequate space and all required facilities are in place pre-planning.

- In partnership with the **Inclusive Design Lead**:
 - Facilitate **User Group** engagement sessions.
 - Develop the **Design and Access Statement (DAS)** for the **Planning Application**.
 - Coordinate a design review in consultation with the **User Group**.
- Support an **Inclusive Design Stage Outcome Review** to demonstrate meeting the **Inclusive Design Strategy**.

Note: The **Inclusive Design Stage Outcome Review** is to be undertaken as required by the **Client**, across RIBA Work Stages 2-7, with the exception of the **Design Team** and **Construction Team** delivering this up to RIBA Work Stage 6. In some instances this review can be done in partnership with the **Inclusive Design Lead, Project Management Team, Asset Management Team, and Construction Team**.

RIBA Work Stage 4 (Technical Design)

- Ensure the **Inclusive Design Lead** is included in **Design Team** discussions and has access to all relevant design information to undertake an inclusive design review as required.
- In partnership with the **Inclusive Design Lead**, facilitate **User Group** engagement sessions.
- Review design progression with the **Project Management Team** to ensure designs and specifications are in line with the **Project Brief, Inclusive Design Strategy** and specialist needs have not changed or been compromised. (E.g., such as the provision of ergonomic or sit-stand desks, spacing for assistance dogs, evacuation arrangements for people unable to use stairs independently etc.,).
- In partnership with the **Project Management Team**, support contract documents to include all aspects of inclusive design for drawings, specifications, and support in line with the **Project Brief**, whether as clauses or appendices (as required).
- Review design for inclusion and access barriers with building contractors, considerate of Construction, Design and Management Regulations, 2015 (CDM Regulations) and product selection alongside other project goals such as sustainability, cost, or safety.
- Engage the **Design Team** to identify training needs to support construction delivery (ie new technology, materials, or other new skills) to enable 'toolbox talks' (specific topic briefing to the **Construction Team**) to support the identified activity ahead of the respective work starting. To be arranged by the **Client, Design Team** or **Construction Team**, as applicable.
- Support an **Inclusive Design Stage Outcome Review** to demonstrate meeting the **Inclusive Design Strategy**.

RIBA Work Stage 5 (Manufacturing and Construction)

- Work with the **Construction Team** to deliver the **Inclusive Design Strategy** and to support inclusion commitments within the **Construction Phase Plan**.
- Support the **Inclusive Design Lead** to undertake an inclusive design audit of the project, mid-build and pre-completion (reporting results to the **Project Management Team** and **Construction Team** for action or comment as applicable).
- Provide information on relevant accessible products (e.g, hearing loops) to the **Asset Management Team** for inclusion in the **Building Manual** including inclusive design training for use.
- Support an **Inclusive Design Stage Outcome Review** to demonstrate meeting the **Inclusive Design Strategy**.

RIBA Work Stage 6 (Handover)

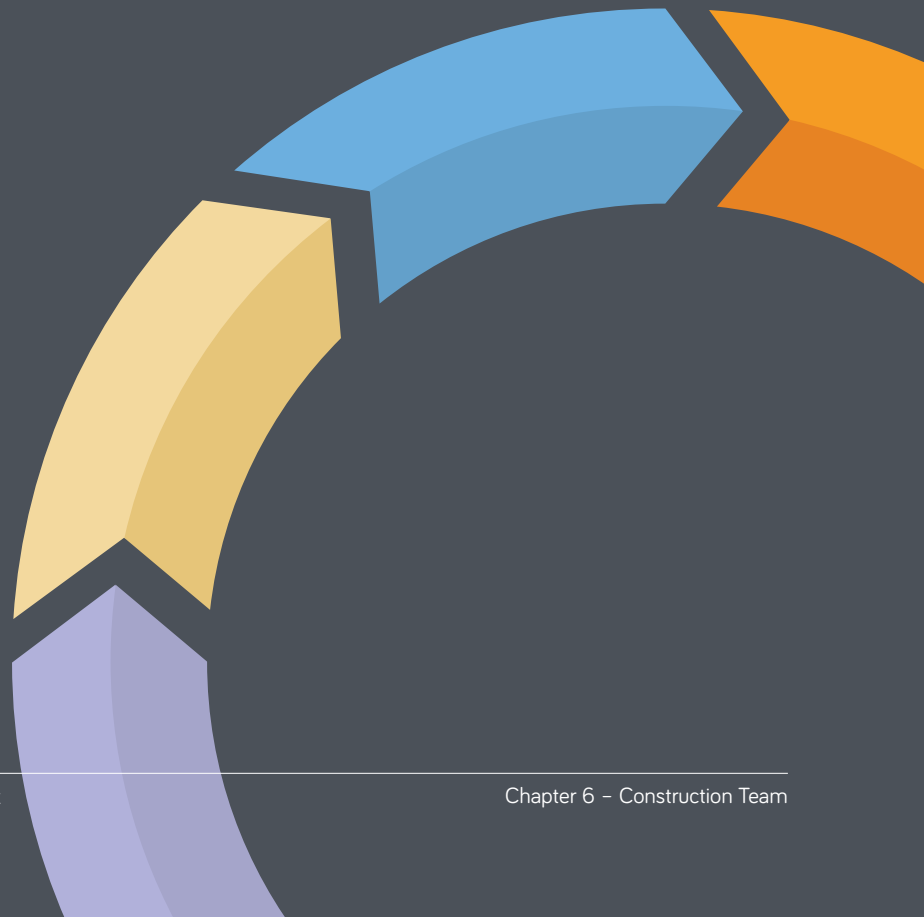
- Undertake an inclusive design lessons learnt review of the project, to identify if the inclusive design benefits (outcomes), where values were lost/maintained and how can these be improved in future.
- Support an **Inclusive Design Stage Outcome Review** to demonstrate meeting the **Inclusive Design Strategy**.

RIBA Work Stage 7 (in-Use)

- Using insights from the lessons learnt workshop, share best practice and support **Asset Management Team** to develop an inclusive design manual in accessible and inclusive formats, that should be reviewed to ensure it is up to date.
- Provide availability to support **Client** and **Asset Management Team** with **User Group** and staff feedback process to identify any future changes.

6.

Construction Team





Note: The **Construction Team** may not be engaged between RIBA Work Stages 0 – 4. Input will depend on the stage that the **Construction Team** are appointed, and the type of contract.

RIBA Work Stage 0 (Strategic Definition)

- Review the **Project Brief** and ensure the **Inclusive Design Strategy** is understood by the **Construction Team**.
- Define the **Construction Team's** commitment to inclusive design and contribute to the inclusive design **Project Brief** regarding deliverability and site health and safety to support the **Inclusive Design Strategy**.
- Discuss with the **Inclusive Design Lead** any targeted inclusive design outcomes that may be better supported if the **Construction Team** signs up to 'Considerate Contractor' or similar. If no **Construction Team** is instructed, this should be led by the **Client**.

RIBA Work Stage 1 (Preparation and Briefing)

- Develop a milestone build programme with the **Project Management Team** for **Design Team** input.
- Identify and discuss any inclusive design constraints and opportunities emerging in the developing **Inclusive Design Strategy** to mitigate and review as far as practicable, with the **Client, Inclusive Design Consultant, and Design Team**.
- Check understanding of inclusive design within the **Construction Team** and signpost to relevant inclusive design knowledge and learning resources provided by the **Inclusive Design Lead**.



RIBA Work Stage 2 (Concept Design)

- Engage with the **Client** appointed **Inclusive Design Lead**.
- Ensure site boundaries and initial site set up are inclusive and accessible.

Note: This may occur in Work Stage 4 or 5 subject to contracts and programme, or may be managed in earlier stages by the **Client**.

- Review draft milestone build programme with the **Project Management Team** for **Design Team** input.

RIBA Work Stage 3 (Spatial Coordination)

- Review the design development to support deliverability and to ensure diversity and inclusion is considered in access to the site and planning the project delivery (e.g. in the approach to the Construction Management Plan for Planning and build phasing).

Note: Targeted inclusion outcomes may be better supported if the contractor signs up to the 'Considerate Contractors Scheme' or similar.

- Support an **Inclusive Design Stage Outcome Review** to demonstrate meeting the **Inclusive Design Strategy**.

Note: The **Inclusive Design Stage Outcome Review** is to be undertaken as required by the **Client**, across RIBA Work Stages 2-7, with the exception of the **Design Team** and **Construction Team** delivering this up to RIBA Work Stage 6. In some instances this review can be done in partnership with the **Inclusive Design Lead**, **Project Management Team**, **Asset Management Team**, and **Design Team**.

RIBA Work Stage 4 (Technical Design)

- Work with the **Client**, **Design Team** and appointed **Inclusive Design Lead** to support inclusive design reviews in consultation with the **User Group**.
- Provide knowledge of adoption requirements, typical delivery or handover constraints that would support discussions and design, to help ensure delivery of Stage 4 design.
- Review the design development to support deliverability and to ensure diversity and inclusion is considered in access to the site and site welfare for all users (for example, within the **Construction Phase Plan** for CDM Regulations and build phasing). Plan for any partial occupations, site completion, the contractor's closure and removal of compounds.

Note: Targeted inclusion outcomes may be better supported if the contractor signs up to 'Considerate Contractors Scheme' or similar.

- In partnership with the **Inclusive Design Lead** and the **Design Team** ensure training requirements to support construction delivery in respect of new technology, methods, materials, or other new skills needs is identified to enable 'toolbox talks' ahead of the respective work starting.
- Support an **Inclusive Design Stage Outcome Review** to demonstrate meeting the **Inclusive Design Strategy**.

RIBA Work Stage 5 (Manufacturing and Construction)

- Work with the **Client, Project Management Team** and appointed **Inclusive Design Lead** to support inclusive design audits in consultation with the **User Group** mid-build, and pre-completion.
- Ensure inclusive design requirements are met in the site set-up, defining standards for health, safety (CDM Regulations) and inclusion for construction sites and temporary works. Ensure the **Construction Team** has safety on site and the design does not affect members of public or result in injury/health conditions (e.g., closing a pathway will impact a variety of users, parents with pushchairs, wheelchair/mobility-aid users).
- Review the **Construction Phase Plan** as the site progresses, to ensure diversity and inclusion commitments are maintained as the project progresses, particularly where phased occupation is likely and requires site segregation. Towards the end of the programme ensure site completion, closure and the removal of the site compound is considered to minimise impact on users and maintain safety for the public and any remaining **Construction Team**.
- Support the **Project Management Team's** collation of the **Building Manual** documentation and agree any inclusive design training requirements that may support the handover.
- Support an **Inclusive Design Stage Outcome Review** to demonstrate meeting the **Inclusive Design Strategy**.

RIBA Work Stage 6 (Handover)

- Support the **Inclusive Design Lead** with **Aftercare** tasks as applicable.
- Ensure segregation of any activity around any partial occupations is managed to maintain access and safety with **Inclusive Design Lead** support.
- Ensure site closure is managed around residents and users with support of the **Inclusive Design Lead** as appropriate.
- Undertake an inclusive design lessons learnt review of the project, to identify the inclusive design benefits (outcomes), where values were lost/maintained and how can these be improved in future.
- Support an **Inclusive Design Stage Outcome Review** to demonstrate meeting the **Inclusive Design Strategy**.

RIBA Work Stage 7 (in-Use)

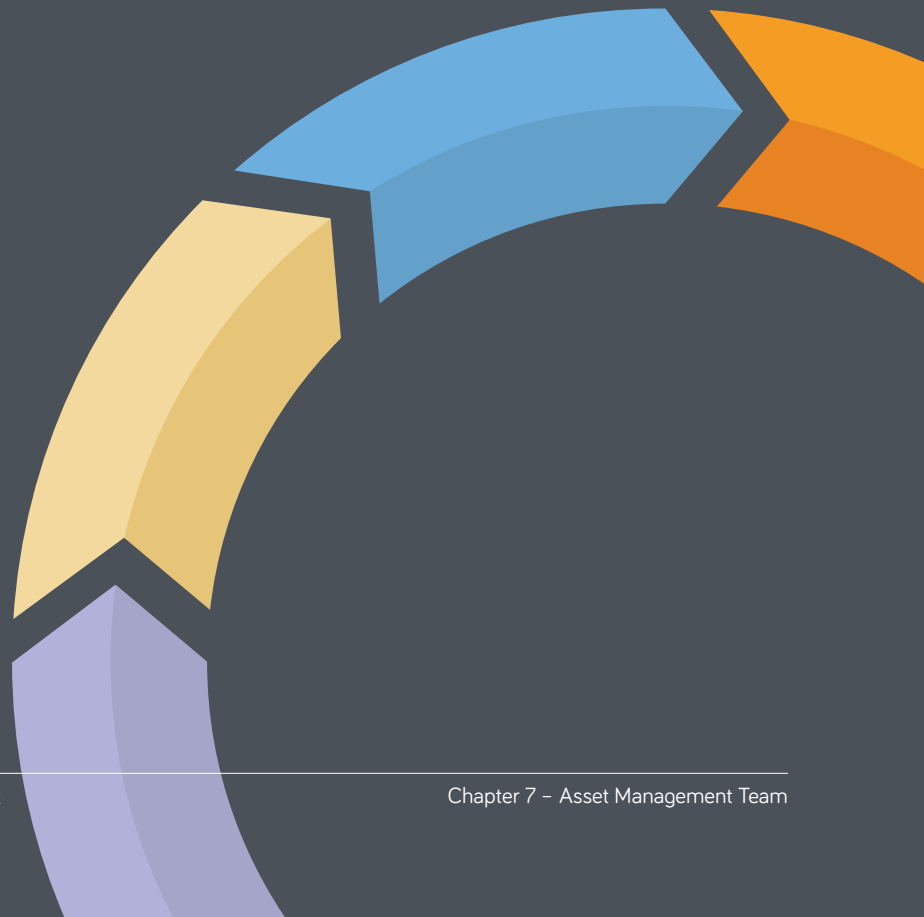
Note: subject to contract obligations

- Ensure operations and maintenance enquiries to maintain the built environment (e.g., external hard or soft landscaping, infrastructure in a maintenance period prior to adoption and reported defects) are responded to within the agreed timeline and appropriate manner post-handover.
- Request **Post-Occupancy Evaluation** and perform Low Frequency Effects (LFE) to take on to future work.

Note: Assessments in use may be subject to contracts and agreements with building/estate owners.



Asset Management Team



Asset Management Team

RIBA Work Stage 0 (Strategic Definition)

- Review the **Client** inclusive design **Project Brief** and develop a supporting operations and maintenance strategy for achieving an operationally inclusive and accessible environment for input to the **Inclusive Design Strategy**. This could include how accessibility and inclusion related **data** should be recorded and stored.

Note: This may be applied to Stage 1, if the **Asset Management Team** is not yet appointed.

Note: The **Inclusive Design Strategy** might be further developed with input from the **Inclusive Design Lead** and **Asset Management Team** in RIBA Work Stage 1.

- Develop a **Plan for Use Strategy** with the support of the **Inclusive Design Lead** and **Design Team**.

RIBA Work Stage 1 (Preparation and Briefing)

- Identify and provide background operations and maintenance **data** to the **Client** to inform sustainable outcomes targets, whilst ensuring the ergonomic design requirements of people with access requirements can still be met (e.g., a disabled person with limited hand dexterity).
- Provide information for the functional brief, such as the required durability of materials for the type of activities and diverse user requirements, ease of maintenance, duplicity of supply (e.g., lifts), so that accessibility is not disrupted by failure of components.
- Set aside **budget** to include an appropriate sinking fund and life cycle replacement to ensure the building achieves longevity as user needs or activities change, and to prevent premature building obsolescence.

RIBA Work Stage 2 (Concept Design)

- Review occupancy and utilisation surveys for access and inclusion related data to identify friction points, inform spatial planning and provision of key amenities (e.g. quantities of accessible WCs, gendered and non-gendered provision).
- In partnership with the **Inclusive Design Lead** undertake an access and inclusion review of proposed **Design Team** drawings and specifications for maintenance elements. This could include lifts, hoists, water temperature, air quality, lighting, mechanical, engineering and plumbing services and anticipated preventative maintenance.
- Discuss future-proofing measures to address building users' feedback or to support any **Client** aspirations above regulatory obligations with the project team. For example, lifts suitable for use in a fire evacuation, fused spurs on circulation doors to make retrospective addition of automation easier, capped off water services to some areas to allow additional potential washrooms which may include a Changing Places Toilet for assisted use, or ablution facilities for faith needs.



- Share operations and maintenance requirements with the **Design Team** (e.g., inclusive fire evacuation arrangements for people unable to evacuate via stairs, informed by current challenges or arrangements).
- Work with the **Design Team** and **Construction Team** to agree detailed access and inclusion targets for the building's performance for the **Plan for Use Strategy**.

RIBA Work Stage 3 (Spatial Coordination)

- In partnership with the **Inclusive Design Lead**, undertake an inclusive design and access review in consultation with the **User Group** regarding specific requirements for spatial layouts, proximity and specification of sanitaryware, connectivity and transition between spaces and storage requirements.
- In partnership with the **Design Team**, where applicable, establish room **data** sheets that include spatial and services provision for diversity of requirements, such as first aid, faith, quiet rooms, accessible and gender requirements for sanitary accommodation.
- Ensure life cycle and cost models identify whole-life cost considerations, to ensure flexibility in use is achieved for a range of accessibility and inclusion user needs.

Note: This will avoid front-end value reviews which results in higher operations and maintenance costs at a later stage. (e.g., quantity, location, size and type of lifts, toilets etc).

- Ensure the building management system and technical requirements are specified and meet anticipated user requirements and activities.
- Support an **Inclusive Design Stage Outcome Review** to demonstrate meeting the **Inclusive Design Strategy** and ensure these are incorporated in the spatial coordination phase.

Note: The **Inclusive Design Stage Outcome Review** is to be undertaken as required by the **Client**, across RIBA Work Stages 2-7, with the exception of the **Design Team** and **Construction Team** delivering this up to RIBA Work Stage 6. In some instances this review can be done in partnership with the **Inclusive Design Lead, Project Management Team, Design Team, and Construction Team**.

RIBA Work Stage 4 (Technical Design)

- Work with the **Inclusive Design Lead** in project meetings to provide input to the **Design Team** and identify risks to accessibility and inclusion.
- Review design progression with the **Project Management Team** to ensure designs and specifications are in line with the operations and maintenance strategy and any specialist needs have not changed or been compromised. (E.g., such as the provision of ergonomic or sit-stand desks, spacing for assistance dogs, evacuation arrangements for people unable to use stairs independently).
- Develop the approach for the building handover and confirm the inclusive design scope for the **Building Manual**.

Note: : This should include details of the **Inclusive Design Strategy** and **Building User Guide** alongside documents such as; any inclusive design or access management plans and, where provided, equality **impact assessments**, access statements or specific conditional approvals submitted for building control.

- Review the procurement strategy for asset management services with the **Project Management Team** to ensure it supports the maintenance of an inclusive environment, training in equality awareness and identifies key performance indicators (KPIs) relating to accessible and equitable service provision.
- Support an **Inclusive Design Stage Outcome Review** to demonstrate meeting the **Inclusive Design Strategy**.

RIBA Work Stage 5 (Manufacturing and Construction)

- Establish a schedule for timely handover training and accurate recording of accessibility and inclusion related operations and maintenance issues, including seasonal-related commissioning and training on equipment such as hoists and evacuation lifts.

Note: This information will support later amendments for accessibility requirements, such as later addition of a ceiling track hoist or removal of doors to facilitate easier access.

- Support the **Project Management Team's** preparation of handover documentation and agree inclusive design training requirements.
- Finalise the **Building User Guides** for public visitors, contractors, and staff. Some alternative **communication** formats may be required (such as large print, plain English, easy read, Braille, audio described, British Sign Language interpreted).
- Support an **Inclusive Design Stage Outcome Review** to demonstrate meeting the **Inclusive Design Strategy**.

RIBA Work Stage 6 (Handover)

- In partnership with the **Inclusive Design Lead**, undertake a site visit with the **User Group** for testing and feedback, to identify any identify and address any potential accessibility barriers for people to use the building.
- Pre-commissioning and dead testing of mechanical, electrical and plumbing services should take place and highlight any irregularities that may impact ability to safely maintain the environment, the end user comfort or accessibility.
- Engage a suitable training provider to deliver accessibility and inclusion training for the **Asset Management Team**, or newly appointed facilities managers.

Note: Some staff members with a disability, medical condition or a sensory processing difference will benefit from a tailored induction session, such as having a quieter opportunity to see the new building before occupation to acclimatise and prepare for how they will work and access the facilities.

- Develop building occupation plans, where appropriate to the project, (e.g., parking allocation, safety, IT and furniture arrangements, and staff training) to eliminate potential barriers in operating procedures for people with accessibility requirements in the building. Safety arrangements should consider anticipated assisted evacuation arrangements for some occupants.
- Plan **Post-Occupancy Evaluation** with a specific focus on accessibility and inclusion.
- Support an **Inclusive Design Stage Outcome Review** to demonstrate meeting **Inclusive Design Strategy**.

RIBA Work Stage 7 (in-Use)

- Coordinate the post-handover **Aftercare** period, undertaking a **Post Occupancy Evaluation** and site-visits with users to identify and address any accessibility issues.
- Evaluate the **Building User Guide** to ensure accessibility and inclusion procedures are clear and appropriate for all user groups, eg, fire evacuation.
- Set up a monitoring system for periodic and tailored reviews by a managing agent or other appropriately competent person or organisation. The feedback system should be easy for everyone to use, and for the facilities management team to take action.

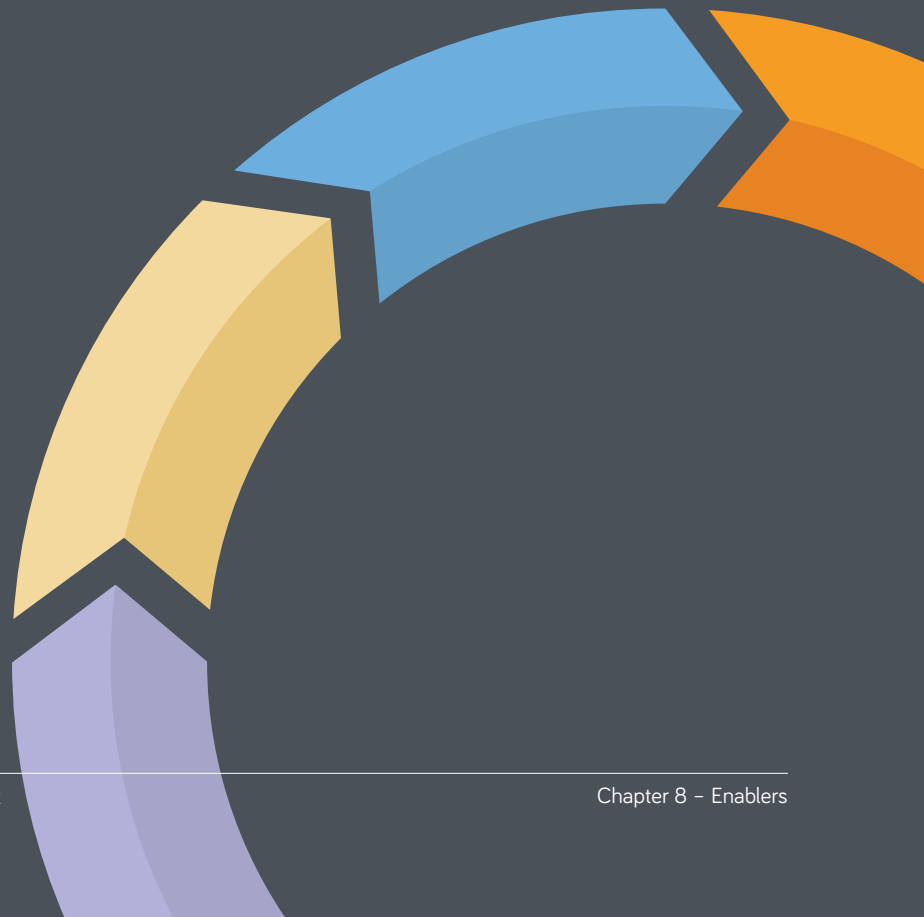
Note: Ensure everyone can contribute feedback, by offering alternative options (some people will be able to contribute to meetings and consider offering different days and times to allow for different working or social patterns, but others will prefer online feedback).

- Ensure the **Building Manual** is updated to record any early adjustments to the building.
- Review and update **Building User Guides** and arrange accessibility and inclusion induction training for new staff and contractors.
- Undertake a project lessons learnt review to identify if inclusive design values were lost or maintained and how these can be improved in future.
- Support an **Inclusive Design Stage Outcome Review** to demonstrate meeting the **Inclusive Design Strategy**.



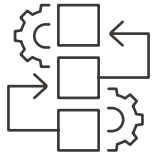
8.

Enablers



Inclusive Design Overlay Enablers

This section outlines enablers that will support the effective development of an Inclusive Design Strategy and implementation of inclusive design across the delivery of a project.



Inclusive Design Strategy

An inclusive design strategy should be produced at the outset of the project. The strategy should include:

- The vision for achieving inclusive environments.
- The principles of inclusive design and how these will be implemented and monitored across the project stages, including procurement.
- An outline of relevant regulatory, legislative obligations and best practice inclusive design and access standards, guidance, national and local plans applicable to the project.
- Approaches to user consultation and engagement (see **User Group** on page 47).
- Desired inclusive design project outcomes i.e., the results and impact of the targeted inclusive design related considerations and/or changes, defined and agreed as part of the **Project Brief**. A good example of an inclusive design outcome is increased attendance and participation from minority groups or communities, reduction on safety incidents based on identity (protected characteristics), increased sense of belonging in user feedback etc.,

Different access and inclusion needs might compete, though context can establish elements that will take primacy for safety or other reason.

For more information on inclusive design strategy development see the current version of BS:8300 Codes of Practice.



Budget

It is important that the **Client** requirements are aligned with the project budget to deliver inclusive design throughout the RIBA Work Stages and that appropriate resource and organisational capacity is applied as outlined in the **Inclusive Design Strategy**.

Budgets and appointments of other specialist disciplines may also be discussed but would be project specific and sit outside the Inclusive Design Overlay (for example public relations, sustainability assessors, managing agents or facilities management). That is not to say their need requirement and interaction with inclusive design should not be discussed and considered within project planning and budgeting more generally.



Impact Assessments

Impact assessments are carried out on projects expected to have significant economic, social, or environmental impacts.

The design of the built environment can have a significant impact on people, and therefore it is best practice to undertake impact assessments to identify who might be affected. In inclusive design, equality impact assessments are often used to determine which protected characteristics are impacted by design. Although often used within the public sector for organisational related initiatives, Equality Impact Assessments are growing in popularity due to their ability to help clients understand which communities are impacted by their current or proposed designs, and how to mitigate any negative impacts identified.

Equality Impact Assessments enable individuals and teams to consider the likely impact of their work on users and take action to improve activities, where appropriate. They are used to systematically identify the positive and negative impacts of a change on any of the nine protected characteristic groups outlined in the Equality Act, 2010, which include:

- 1) Age
- 2) Disability
- 3) Gender reassignment
- 4) Marriage or in a civil partnership
- 5) Pregnancy or on maternity leave
- 6) Race; including colour, nationality, ethnic or national origin.
- 7) Religion or belief
- 8) Sex
- 9) Sexual orientation

Decisions on proceeding with any change can then be made without discriminating against any protected characteristic listed above. It is important to note that other characteristics that are not listed as protected under the Equality Act, 2010, are equally important to consider. Examples include socio-economic status and cultural diversity.

You can learn more about Equality Impact Assessments on the UK Government website (a reference is provided on page 51).



Data

Data is required to understand users of the built environment and the impact the design of an environment might have. To learn more about this, data, can include, but is not limited to:

- Local, regional and national statistics and data, such as the UK Census.
- Facilities management stored data such as demand for accessible parking, required size of lifts to accommodate existing or anticipated sizes of wheelchair or mobility scooter, any special temperature or air quality requirements for particular areas e.g., people with respiratory and medical conditions.
- Customer and/or staff feedback logs.
- Data and information from consulted groups of people with different protected characteristics.
- Local authority plans.

It is important to ensure the appropriate approval process is in place to access and use the data in accordance with General Data Protection Regulation (GDPR) requirements.



User Group/s

Understanding the needs and experiences of users impacted by our designs is key to creating inclusive and accessible environments. To do this, it is important to consult with a dedicated User Group regularly throughout the RIBA Work Stages to test and review buildings and design proposals for feedback.

The **Inclusive Design Lead** should assist with establishing the make-up of the User Group, and approach to facilitating User Group workshops, ensuring appropriate representation of people with lived experience of protected characteristics (Equality Act, 2010) and other communities likely impacted by the design (e.g., older, and younger people, gender and faith).

The scope and support requirements for User Groups will vary project to project and depend on **budget** allotted for engagement.

A User Group can be formed from:

- Established local groups already in place, for example, local Disabled People's Organisations (DPO's), local Ethnic Minority groups, Religious Groups, Recreational and Social groups etc.
- Charity and Advocacy Organisations
- Employee/Customer/Visitor/Student/Trustee/Staff Networks

When mobilising User Groups, it is important to consider the following:

- A User Groups should have cross-representation of a diverse range of protected characteristics (Equality Act, 2010). However, dependent on the project brief, some User Groups can reflect the outcome of the user **impact assessment** findings undertaken in Work Stage 0. (I.e, The **impact assessment** might have revealed that disabled people, might be negatively impacted by the scheme).
- **Communication** is accessible and inclusive (See **communication** enabler in the next section)
- In-person workshops and online virtual workshops are accessible, engaging users in advance to identify any adjustments that need to be made, planned in advance.
- A dedicated budget for expenses is allocated for **User Group** members to be compensated for their time, contributions, and travel.



Communication

Effective communication is inclusive and accessible and should be presented in a variety of formats for the widest range of users to engage with it.

When considering how to communicate effectively, we should reflect on what formats work for us, our project teams and users. This needs to include people who identify as any of the following:

- Neurodivergent for example dyslexia, ADHD, autism, dyspraxia and dyscalculia
- English as a second language or low literacy levels.
- Speech impairments
- Learning disabilities
- d/Deaf and British Sign Language users
- Blind or partially sighted users

To effectively communicate within the project team and with users, apply the core principles of inclusive communication. For example:

- Always present information that engages with at least two senses. For example, audible, tactile, written text, visual, and other sensory information.
- Consider how technology can assist with captions, alt text, and text to speak.
- Keep language simple, using plain English and avoiding jargon and acronyms.
- Use inclusive language, such as ‘everyone’ rather than ‘she’, ‘he’ etc.
- Keep sentences short and provide visual or graphical cues, where possible.
- Avoid capitalising, underlining or italicising large portions of text.
- Align text to the left, not center.
- Ensure text is written in readable font sizes, especially in resources that are difficult to zoom into.
- Provide key documents in alternative formats, such as large print, easy read, Braille, audio described, British Sign Language interpreted.
- Ensure your templates have been tested and offer training to the project team to understand different communication needs and digital inclusion.

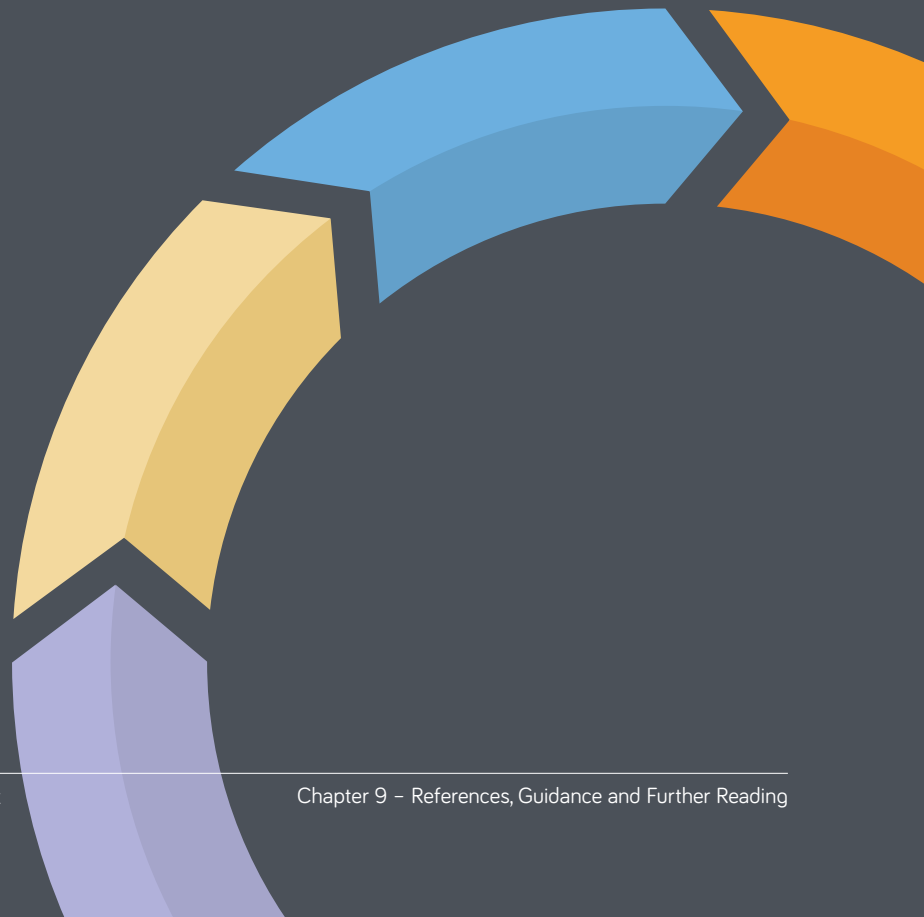
Wherever information is being provided, review the methods of communication with others. Ask people to test how it is being received and whether the information is inclusive and easy to understand.

You can learn more about Inclusive Communications on the UK Government website.



9.

References, Guidance and Further Reading



References, Guidance and Further Reading

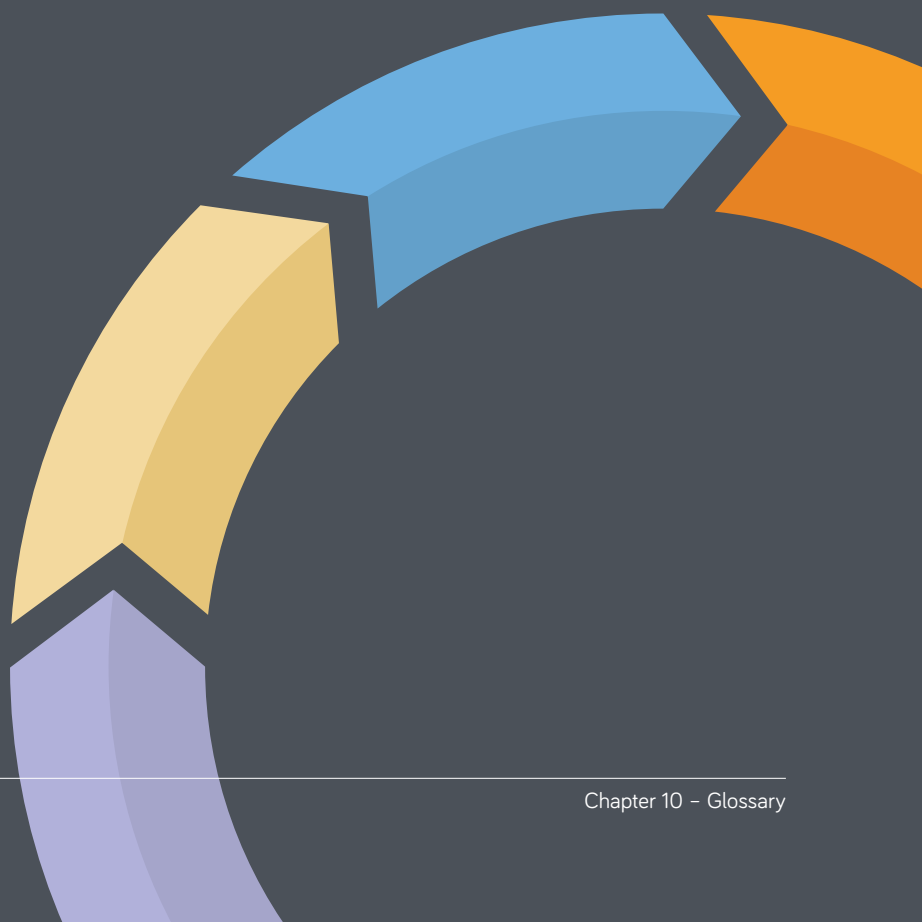
The following resources and publications provide invaluable reference and guidance information in addition to the contents of the RIBA Plan of Work Inclusive Design Overlay.

- 2020 RIBA Plan of Work, <https://www.architecture.com/knowledge-and-resources/resources-landing-page/riba-plan-of-work>
- BS 8300 Codes of Practice, <https://www.bsigroup.com/en-GB/>
- The Construction (Design and Management) Regulations 2015, <https://www.legislation.gov.uk/uksi/2015/51/contents/made>
- Equality Act, 2010, <https://www.gov.uk/government/publications/equality-impact-assessments-2010>
- General Data Protection Regulation, <https://www.gov.uk/data-protection>
- Inclusive Communication, <https://www.gov.uk/government/publications/inclusive-communication>
- Independent Review of Building Regulations and Fire Safety: final report, Dame Judith Hackitt, 17 May 2018
- RIBA Plan for Use Guide <https://www.architecture.com/knowledge-and-resources/resources-landing-page/plan-for-use-guide>
- Toolbox Talks, <https://www.hse.gov.uk/construction/resources/toolboxtalks.htm>



10.

Glossary



| Key Term | Definition, Overview or Description |
|--|---|
| Accessibility | <p>Accessibility is the practice of making information, activities, and/or environments sensible, meaningful, and usable for as many people as possible.</p> <p>‘The extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of user needs, characteristics and capabilities to achieve identified goals in identified contexts of use.’ CEN definition of accessibility (EN 17161 & EN 301549)</p> |
| Aftercare | <p>The RIBA Plan of Work refers to initiatives aimed at making the use of the building, or subsequent buildings, more effective, including improving the performance of the building systems. Tasks may include gathering feedback on project performance and building performance from Post Occupancy Evaluations.</p> |
| Building Manual / Building User Guide | <p>The Building Manual helps to ensure that operations and maintenance activities are effectively implemented. It includes a summary of all key information about a building, including the Health and Safety File and Fire Safety Information, which are regulatory requirements and might contain tasks that the users must consider to get the most out of the building.</p> <p>The Building User Guide is the inclusive design element of the Building Manual and it should include accessibility arrangements such as inclusive travel options by public transport, vehicular drop off, accessible parking provision, adapted cycle parking, entry systems for all potential users, step free routes and circulation, adapted desk and chair arrangements, desk and meeting booking systems, availability and type of assisted listening systems, lifts, wayfinding and signage systems, refreshments and dietary needs, specific amenities (such as toilet types and locations, faith rooms, quiet rooms and first aid) evacuation procedures and support, provision for assistance dogs, safeguarding and safety arrangements for disabled people.</p> |
| Considerate Contractor Scheme | <p>The Considerate Contractor Scheme is a voluntary scheme, for contractors and organisations actively trying to improve the way they work, by raising their standards in being more considerate to communities, the environment and their own workforce.</p> |
| Equality | <p>To promote equality means to promote the same status, rights and opportunities for all.</p> |
| Equity | <p>A step beyond equality (that ensures the same resources and/or opportunities are available to all). Equity recognises that different groups of people have differing circumstances and resources available to them. Therefore, under an equitable policy, the exact opportunities and resources needed to reach a fair, equal outcome would be provided to each group.</p> |
| Impact Assessments | <p>See Enablers (page 44)</p> |

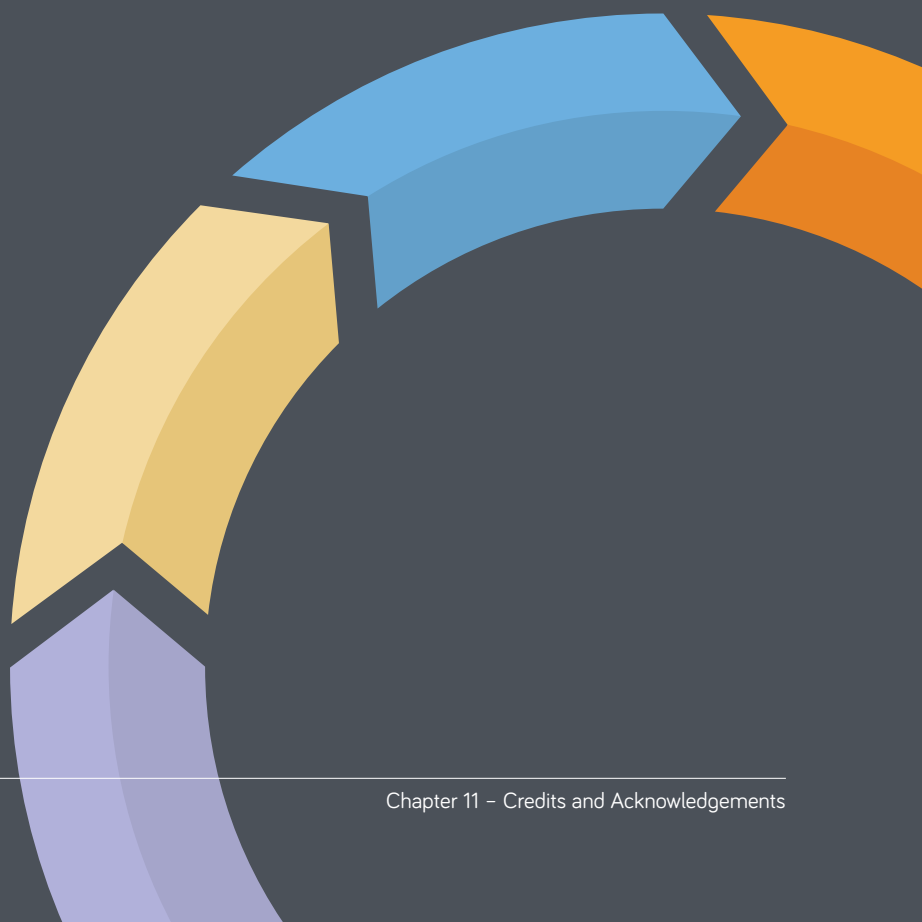
| Key Term | Definition, Overview or Description |
|--|---|
| Inclusion | To include others, whether individuals or groups, within a certain structure or process. |
| Inclusive Design | Inclusive design seeks to create spaces that provide solutions welcomes everyone, regardless of their identity or characteristics e.g., age, race, disability, sexuality etc. It aims to remove the barriers that create effort and separation and it enables everyone to participate equally, confidently and independently in everyday activities. |
| Inclusive Design Audit | <p>An inclusive design audit is an on-site inspection of a building (existing, mid-or post-build) or environment undertaken by the Inclusive Design Lead to establish the current access and inclusion provisions and barriers on site, at a given time. An inclusive design audit is typically presented as a report with images of the site, and supporting commentary outlining any opportunities for improvement with prioritised recommendations.</p> <p>This audit will be undertaken against the regulations, standards and guidance as set out in the Inclusive Design Strategy.</p> |
| Inclusive Design Review | <p>An inclusive design review, also referred to as an appraisal, is a desktop review of floor plans, drawings, details and specifications often captured as marked-up drawings with comments. An inclusive design review is undertaken by the Inclusive Design Lead in order to identify any inclusion and access barriers and highlight opportunities for improvement, as designs are being proposed and iterated throughout the RIBA work-stages. This evaluation will be undertaken against the regulations, standards and guidance as set out in the Inclusive Design Strategy.</p> <p>An inclusive design evaluation can be presented in a variety of formats, e.g., as part of the Inclusive Design Stage Outcome Review (end of RIBA Stage report) or presented in a meeting to the relevant teams to discuss the insights.</p> |
| Inclusive Design Strategy | See Enablers (page 44) |
| Inclusive Design Stage Outcome Review | <p>The Inclusive Design Stage Outcome Review is undertaken at the end of each RIBA Work Stage, typically known as the end of RIBA Stage report.</p> <p>It is established by the Client to ensure all project delivery teams are meeting the inclusive design requirements as set-out in the Project Brief and/or Inclusive Design Strategy, and that whole life-cycle value reviews have been made at each RIBA Work Stage with a balanced, considered view of the project inclusive design objectives.</p> |









| Key Term | Definition, Overview or Description |
|----------------------------------|--|
| Outcomes | Outcomes are the results and impact of the inclusive design related considerations and/or changes, defined and agreed as part of the project brief. A good example of an inclusive design outcome is increased attendance and participation from minority groups or communities, reduction on safety incidents based on identity (protected characteristics), or an increased sense of belonging in user feedback. |
| Outputs | Outputs are the activities and deliverables that support the desired inclusive design results. (E.g., Inclusive design audit and recommendations report). |
| Project Brief | Detailed requirements for the design and management of the project, included in Design Team professional services contracts, to enable the Design Team to begin design work in Stage 2. The Project Brief will contain guidance on the inclusive design project outcomes, such as the Inclusive Design Strategy . This will support the Design Team competence requirements and therefore the appointment of the Design Team and assignment of duties. |
| Plan for Use Strategy | Plan for Use is the RIBA's interpretation of the Soft Landings Framework produced by the Usable Buildings Trust and BSRIA and is embedded within the 2020 RIBA Plan of Work. Its aim is to encourage a more outcome-based approach to briefing, design, construction, handover and aftercare throughout the construction industry. |
| Planning Application | A Planning Application is an application to the local authority for permission to erect a particular building on a specific site. The RIBA Plan of Work recommends that the Planning Application be submitted at the end of RIBA Work Stage 3. |
| Post Occupancy Evaluation | Evaluation undertaken once the building is occupied to determine whether the Project Outcomes set out in the Project Brief have been achieved. |
| Project Management Team | The project management is concerned with the overall planning and co-ordination of a project from inception to completion, aimed at meeting the Client's requirements and ensuring completion on time, within cost and to required quality and inclusion standards. |
| User Group | See Enablers (page 44) |











A.









Appendix A: Inclusive Design Overlay to the RIBA Plan of Work



| |  RIBA Work Stage 0 Strategic Definition |  RIBA Work Stage 1 Preparation & Briefing |  RIBA Work Stage 2 Concept Design |  RIBA Work Stage 3 Spatial Coordination |  RIBA Work Stage 4 Technical Design |  RIBA Work Stage 5 Manufacturing and Construction |  RIBA Work Stage 6 Handover |  RIBA Work Stage 7 in-Use |
|--------------------------------|--|---|--|---|--|--|--|---|
| | ← Projects span from Stage 1 to Stage 6; the outcome of Stage 0 may be the decision to initiate a project and Stage 7 covers the ongoing use of the building. → | | | | | | | |
| Client | <p>Define the inclusive design vision within the Project Brief and set out within the Inclusive Design Strategy.</p> <p>Note: The Inclusive Design Strategy might be further developed with input from the Inclusive Design Lead and Asset Management Team in RIBA Work Stage 1.</p> <p>Identify an Inclusive Design Lead to support and monitor inclusive design across the project.</p> <p>Set aside a dedicated Project Budget to deliver inclusive design.</p> | <p>Set up the Project Management Team structure.</p> <p>In partnership with the Project Management Team, appoint an Inclusive Design Lead.</p> <p>Ensure the Project Brief commits to inclusive design across the lifecycle of the project.</p> <p>Undertake a user impact assessment and request the Inclusive Design Lead to undertake an inclusive design audit (applicable at this Work Stage for refurbishment projects) to identify current building challenges and impact on users.</p> <p>With input from the Inclusive Design Lead and Asset Management Team, further develop the Inclusive Design Strategy and define the communication strategy.</p> | <p>Mobilise and engage a User Group for consultation at each RIBA stage (as required).</p> <p>Create an inclusive design review and feedback process (Inclusive Design Stage Outcome Review) for the project team to evidence their approach to maintaining inclusive design as defined in the Inclusive Design Strategy.</p> | <p>Request the Inclusive Design Lead to provide inclusive design reviews in consultation with the User Group and Design Team.</p> <p>Provide information to the Project Management Team of any identified third parties that should be consulted in respect of the long-term operations and maintenance services post-delivery.</p> <p>Design co-ordination to be confirmed ahead of Planning Application submission. Constraints not mitigated raised and agreed with Client.</p> | <p>Set inclusive design scoring targets for contractor procurement process.</p> <p>Engage the Inclusive Design Lead to undertake an inclusive design review with the User Group and Design Team.</p> <p>Review operations and management considerations for the Asset Management Team to ensure the project will be managed inclusively and accessibly.</p> <p>Invite the Inclusive Design Lead to review tender proposals and the Construction Phase Plan, to ensure inclusion and access outcomes are met.</p> | <p>Inclusive Design Lead to undertake inclusive design audit mid-build, and pre-completion in consultation with the User Group and Design Team.</p> <p>Check inclusive design training has been set-up for the Construction and Asset Management Teams based on Inclusive Design Lead recommendations.</p> | <p>Check the operations and maintenance requirements are assigned and managed effectively to retain inclusive design principles. If handing over the Asset Management Team, check handover obligations have been met and that building guides are provided in alternative communication formats.</p> | <p>Undertake an inclusive design project lessons learnt review.</p> <p>Establish user (including staff) inclusive design feedback process (refer to Plan for Use Strategy)</p> <p>Initiate a Post-Occupancy Evaluation (POE) to check the operations and maintenance requirements are being met, are current and appropriate.</p> |
| | Receive and assess evidence of completed Inclusive Design Stage Outcome Review's undertaken by the project team to understand how the design has met the inclusive design values and objectives as set out in the Inclusive Design Strategy . | | | | | | | |
| Project Management Team | <p>Review the inclusive design Project Brief and allocate budget to support the Inclusive Design Strategy.</p> <p>Note: The Inclusive Design Strategy might be further developed with input from the Inclusive Design Lead and Asset Management Team in RIBA Work Stage 1.</p> <p>Define Project Management commitment to inclusive design.</p> <p>Note: This may be applied to Stage 1, if the Project Management Team is not yet appointed.</p> | <p>In partnership with the Client, appoint an Inclusive Design Lead, for services specific to the project and the Inclusive Design Strategy.</p> <p>Understand the users of the built environment in partnership with the Client and Inclusive Design Lead, develop a user and Communication strategy.</p> | <p>Embed the Inclusive Design Lead as a member of the Design Team.</p> <p>Ensure communication is effective between all stakeholders and project team.</p> | <p>Prepare a handover documentation strategy with the Design Team to ensure information required will be made available in an accessible and inclusive manner.</p> <p>Confirm design co-ordination review complete ahead of Planning Application submission. Constraints not mitigated raised and agreed with Client.</p> | <p>In partnership with the Inclusive Design Lead and Design Team review the Construction Phase Plan to maintain inclusive design requirements.</p> <p>Prepare contract documents to ensure all aspects of inclusive design are outlined and support the Project Brief.</p> <p>Confirm the requirements for the Building Manual and Building User Guide with the project team.</p> | <p>Collate handover documentation in line with the agreed Building Manual approach and check method of communications is inclusive and accessible.</p> <p>When assessing operability ensure a diverse demographic is consulted.</p> | <p>In partnership with the Inclusive Design Lead facilitate a site-visit to undertake an inclusive design audit of the building in consultation with the User Group.</p> <p>Work with the Inclusive Design Lead and project team to support Aftercare tasks and a lessons learnt review.</p> <p>Where required, identify and support training on the inclusive design features of the project with the Asset Management Team.</p> | <p>Undertake a project lessons learnt review to identify if inclusive design values were lost or maintained and how this can be improved in future.</p> <p>Work with the Inclusive Design Lead to support Post-Occupancy Evaluations.</p> |
| | At the end of Work Stage 2-7 undertake an Inclusive Design Stage Outcome Review to demonstrate meeting the Inclusive Design Strategy . | | | | | | | |

continued ▼

| |  RIBA Work Stage 0 Strategic Definition |  RIBA Work Stage 1 Preparation & Briefing |  RIBA Work Stage 2 Concept Design |  RIBA Work Stage 3 Spatial Coordination |  RIBA Work Stage 4 Technical Design |  RIBA Work Stage 5 Manufacturing and Construction |  RIBA Work Stage 6 Handover |  RIBA Work Stage 7 in-Use |
|--------------------------|---|--|--|---|---|---|--|--|
| | ← Projects span from Stage 1 to Stage 6; the outcome of Stage 0 may be the decision to initiate a project and Stage 7 covers the ongoing use of the building. → | | | | | | | |
| Design Team | <p>Support the development of the Inclusive Design Strategy and Project Brief.</p> <p>Define the Design Team commitment to inclusive design and ensure the allocated budget supports the Inclusive Design Strategy developed by the Client in Work Stage 1.</p> <p>Note: The Inclusive Design Strategy might be further developed with input from the Inclusive Design Lead and Asset Management Team in RIBA Work Stage 1.</p> <p>Note: There is not expected to be a Design Team in Stages 0 and 1. Designers and an Inclusive Design Lead may be appointed to provide strategic advice and inclusive design thinking before Stage 2.</p> | <p>Understand the users of the built environment in partnership with the Client and Inclusive Design Lead, develop a user and communication strategy.</p> <p>Inclusive Design Lead to check the understanding of inclusion with the Design Team.</p> | <p>Integrate the Inclusive Design Lead as a member of the Design Team and establish engagement sessions with the User Group.</p> <p>Apply inclusive design best practice standards, and guidance as relevant, or as outlined in the Inclusive Design Strategy.</p> | <p>Work with the Inclusive Design Lead in consultation with the User Group to undertake inclusive design review pre-planning submission, to ensure best practice is applied and regulations adhered to.</p> <p>In partnership with the Inclusive Design Lead develop the Design and Access (DAS) for Planning Application.</p> | <p>Ensure the Inclusive Design Lead is included in project meetings and has access to design information to undertake their services.</p> <p>Work with the Inclusive Design Lead to facilitate User Group engagement sessions.</p> <p>In partnership with the Project Management Team, support contract documents to include all aspects of inclusive design.</p> <p>Identify training needs to support the Construction Team's skills, knowledge and experience by way of toolbox talks of similar.</p> | <p>Support the delivery of inclusive design proposals and ensure the Construction Team have considered inclusion needs for construction site-staff and public.</p> <p>Work with the Inclusive Design Lead to undertake access audit of building, mid-build and pre-completion, and provide report against the Inclusive Design Strategy.</p> | <p>Support an inclusive design lessons learnt review.</p> <p>Provide information on relevant accessible products (e.g., hearing loops) to the Asset Management Team for inclusion in the Building Manual including inclusive design training for use.</p> | <p>Provide availability to support the Client and Asset Management Team feedback process to identify any future changes with User Group and staff.</p> |
| | At the end of Work Stages 2-6, support the Inclusive Design Stage Outcome Review to demonstrate meeting the Inclusive Design Strategy . | | | | | | | |
| Construction Team | <p>Review the Project Brief and Inclusive Design Strategy.</p> <p>Note: The Inclusive Design Strategy might be further developed with input from the Inclusive Design Lead and Asset Management Team in RIBA Work Stage 1.</p> <p>Discuss with the Inclusive Design Lead any benefit of signing up to a scheme such as 'considerate contractors'.</p> <p>Note: This may be applied to Stage 1, if the Construction Team is not yet appointed.</p> <p>Note: Contractor may not yet be on-board between RIBA Work Stages 0 – 4. Input will depend on the stage that Contractors are engaged, and type of contract.'</p> | <p>Develop a milestone build programme.</p> <p>Identify and discuss any inclusive design constraints and opportunities to mitigate and review these as far as practicable based on the emerging Inclusive Design Strategy, with the Client, Inclusive Design Lead and Design Team.</p> | <p>Ensure site boundaries and initial site set up is inclusive and accessible.</p> <p>Note: This may occur in Work Stage 4 or 5 or be managed by the Client at this stage or earlier.</p> | <p>Work with the Inclusive Design Lead and project team in consultation with the User Group.</p> <p>Review the design development to support deliverability and to ensure diversity and inclusion is considered in access to the site and site welfare for all users (staff and public) and identify any constraints (such as adoption guidance).</p> | <p>Work with the Client, Design Team and appointed Inclusive Design Lead to support routine inclusive design and access reviews in consultation with the User Group.</p> <p>In partnership with the Inclusive Design Lead and the Design Team ensure training requirements to support construction delivery in respect of new technology, methods, materials, or other new skills needs is identified to enable 'toolbox talks'.</p> | <p>Work with the Client, Design Team and Inclusive Design Lead to support an inclusive design audit mid-build, and pre-completion.</p> <p>Ensure the inclusive design requirements are met in the site set-up, defining standards for health, safety (CDM Regulations) and inclusion for construction sites for both staff and the public.</p> <p>Support the Project Management Team collation of handover documentation and agree inclusive design training requirements.</p> | <p>Support Aftercare enquiries, as applicable.</p> <p>Ensure segregation of activity around any partial occupations is managed to maintain access and safety with Inclusive Design Lead support.</p> <p>Ensure the site closure is managed around residents and users with support of the Inclusive Design Lead as appropriate.</p> | <p>Undertake a project lesson learnt review to identify if inclusive design values were lost or maintained and how this can be improved in future.</p> <p>Ensure Operations and Maintenance practices to maintain the building (e.g., external hard or soft landscaping) are managed in a timely and appropriate manner post-handover to retain benefits.</p> <p>Request a Post-Occupancy Evaluation and perform Low Frequency Effects (LFE) to take on to future work (if applicable).</p> |
| | At the end of Work Stages 2-6, support the Inclusive Design Stage Outcome Review to demonstrate meeting the Inclusive Design Strategy . | | | | | | | |

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|------------------------------|--|--|---|--|---|--|--|--|
| | <p>← Projects span from Stage 1 to Stage 6; the outcome of Stage 0 may be the decision to initiate a project and Stage 7 covers the ongoing use of the building. →</p> | | | | | | | |
| Asset Management Team | <p>Review the Client inclusive design Project Brief and develop a supporting operations and maintenance strategy for achieving an operationally inclusive and accessible environment for input to the Inclusive Design Strategy.</p> <p>Note: The Inclusive Design Strategy might be further developed with input from the Inclusive Design Lead and Asset Management Team in RIBA Work Stage 1.</p> <p>Note: This may be applied to Stage 1, if the Asset Management Team is not yet appointed.</p> <p>Confirm with the Client the requirement to appoint a Plan for Use champion and where appointed, develop a Plan for Use Strategy with the support of the Inclusive Design Lead and Design Team.</p> | <p>Identify and provide background Operations and Maintenance data to Client to inform applicable sustainable outcomes targets.</p> <p>Provide information for the functional brief, e.g., required durability of materials, diverse user requirements, ease of maintenance, duplicity of supply (e.g., lifts), to ensure accessibility is not disrupted by failure of components.</p> <p>Set budget aside to include an appropriate sinking fund and life cycle replacement to maintain access and inclusive design principles.</p> | <p>Review occupancy and utilisation surveys for access and inclusion related data to identify friction points, inform spatial planning and provision of key amenities.</p> <p>In partnership with the Inclusive Design Lead undertake an access and inclusion review of proposed design and specifications for maintenance elements.</p> <p>As a key part of the Plan for Use Strategy, work with the project team to agree detailed access and inclusion targets for the building's performance.</p> | <p>In partnership with the Inclusive Design Lead, undertake an inclusive design and access review in consultation with the User Group regarding specific requirements e.g., spatial layouts, storage etc.</p> <p>In partnership with the Design Team, establish room data sheets where applicable.</p> <p>Ensure the building management system and technical requirements are specified and meet user requirements.</p> | <p>Work with the Inclusive Design Lead in project meetings to provide input to the Design Team and identify risks to accessibility and inclusion.</p> <p>Review design progression to ensure designs and specification are in line with operations and maintenance strategy.</p> <p>Develop the approach for the building handover and confirm the inclusive design scope for the Building Manual.</p> <p>Review the procurement strategy for asset management services with the Project Management Team.</p> | <p>Establish a schedule for handover training and recording on access and inclusion related Operations and Maintenance issues.</p> <p>Support Project Management Team preparation of handover documentation and agree inclusive design training requirements.</p> <p>Finalise the Building User Guide.</p> | <p>In partnership with the Inclusive Design Lead, facilitate a site-visit to undertake an inclusive design and access review of the building in consultation with User Group.</p> <p>Arrange inclusive design and access training for operational staff.</p> <p>Plan Post-Occupancy Evaluation.</p> | <p>Coordinate the post-handover aftercare period, undertaking a Post-Occupancy Evaluation and site-visits with users to identify and address any potential issues.</p> <p>Evaluate accessibility and inclusion procedures e.g., fire evacuation. Set up monitoring system for periodic and tailored reviews.</p> <p>Disseminate Building User Guide and arrange access and inclusion induction training for new operations and maintenance staff and contractors.</p> |
| | <p>At the end of Work Stages 2-7, support an Inclusive Design Stage Outcome Review to demonstrate meeting the Inclusive Design Strategy.</p> | | | | | | | |

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