Procurement and Accessibility

NDA

Údarás Náisiúnta Míchumais
National Disability Authority

1. Introduction

Purpose of this document

This guidance is for staff in public bodies responsible for carrying out and managing the procurement of services and goods.

Section 27 of the Disability Act 2005 requires the head of a public body to ensure that services provided and goods supplied to the public body are accessible to people with disabilities, unless that would not be practicable, would be too expensive, or would cause an unreasonable delay.

The National Disability Authority's 2008 Monitoring Report on the implementation of our "Code of Practice on Accessibility of Public Services and Information provided by Public Bodies" show that many public bodies are seeking advice and support on how to implement these provisions. Here are some challenges in this area:

- complexity of procurement-related legislation
- lack of awareness of requirements around accessibility
- lack of skills necessary for assessing accessibility of services and goods.

This document aims to:

- increase awareness of the legal requirement under the Disability Act 2005 for public bodies to ensure that services or goods supplied to them are accessible to people with disabilities; and
- guide public bodies on how they can build accessibility into their procurement policies, procedures and practice.

This guidance is for information and is not a definitive legal interpretation of any legislation or regulation. It should be supplemented by legal and technical advice as required.

What is accessibility?

An accessible service or good is one which can be used by all its intended users, taking into account their differing capabilities. Users' abilities may be impaired, either permanently or temporarily, by various physical, intellectual, sensory, or mental health disabilities.

Services and goods

Services provided to public bodies can include:

- transport services
- janitorial and cleaning services
- security services
- training
- event management
- refurbishment of buildings
- management of construction sites
- telecommunications
- advertising
- designing, printing, and publishing.

Goods supplied to public bodies can include:

- office equipment
- office furniture
- new built environment projects
- websites
- website content management systems
- ticket machines and smart cards
- public computers and kiosks.

The accessibility of your buildings affects the accessibility of the services and goods that you provide through them. The more accessible your building is, the better chance your customers have of being able to access the services and goods inside them. Also, well-trained staff and accessible information can help customers to access a service even in buildings with limited accessibility.

Staff should be aware of the accessibility features—and limitations—of services and goods, so that they can explain them to customers when necessary.

Who benefits from accessibility?

Increased accessibility brings benefits for your customers, your colleagues, your suppliers, your finances, and society at large:

- All customers and colleagues benefit from being able to use services and goods more effectively.

- Your organisation benefits from reducing the need to provide expensive alternative channels for customers who cannot use particular services and goods. Designing and planning for accessibility from the start will prevent the need for adding accessibility at the end. The earlier you include accessibility, the more money you save.
- Your suppliers benefit from an increased customer base, because the more accessible their services and goods, the more people can use it. The public sector can influence their suppliers' supply chain so that they produce more accessible services and goods which can be purchased by other customers.
- Society at large benefits through the inclusion of more citizens in social, economic, and cultural life.

Accessibility for people with disabilities is a particularly important consideration when you procure:

- major building works
- services, products, buildings, or information that the general public will access
- items with long life spans, such as buildings, trains, and large information technology projects
- where the procurer knows that there is a particular requirement to accommodate customers with disabilities.

2. Legislation about procurement and disability

The Disability Act 2005 and Code of Practice

Section 27 of the Disability Act 2005 deals with disability and procurement. The National Disability Authority's Code of Practice on Accessibility of Public Services and Information Provided by Public Bodies gives guidance on how public bodies can adhere to Section 27 of the Disability Act 2005.

The Disability Act 2005

Section 27 of the Disability Act 2005 sets out the law on the accessibility of services, which includes goods, supplied to a public body. Here is the text of Section 27:

1) Where a service is provided to a public body, the head of the body shall ensure that the service is accessible to persons with disabilities.
2) Subsection (1) shall not apply if the provision of access by persons with disabilities to any services provided to the body—
    a. would not be practicable,
    b. would not be justified having regard to the cost of doing so, or
    c. would cause unreasonable delay in making the goods or services available to other persons.
3) In this section references to the provision of services include references to the supply of goods.
4) This section shall come into operation on 31 December 2005.

Complaints

Section 38 of the Disability Act 2005 says that a person may complain in writing to the head of a public body that has failed to comply with Section

27 (or Section 25, 26, 28, or 29). The person may complain directly or through their spouse, parent, relative, guardian, legal representative, or personal advocate assigned by Citizens Information Board.

Code of Practice on Accessibility of Public Services and Information Provided by Public Bodies

The National Disability Authority's Code of Practice on Accessibility of Public Services and Information Provided by Public Bodies sets out how public bodies can comply with the Disability Act 2005. Public bodies that comply with this Code of Practice can be confident that they are complying with the Disability Act 2005. Here is the relevant text for Section 27 of the Disability Act 2005:

> Since 31 December, 2005 each public body is required to ensure that the goods or services that are supplied to it are accessible to people with disabilities unless it would not be practicable or justifiable on cost grounds or would result in an unreasonable delay. This will relate to a wide range of goods and services including equipment, materials, information technology, etc.
> A public body can achieve this by:
> - reviewing existing procurement policy, procedures, practices, guidelines or templates used or developed by the public body, to establish how they can be revised to build accessibility into the procurement process as a criterion (it would be important to check whether procurement policies make an explicit statement on accessibility, for example);
> - taking care that, in all public procurement exercises, accessibility is a criterion to be considered throughout the entire tendering process, from drawing up and running tender competitions through tender evaluation and placing the contract to conclusion of procedures and review;
> - bringing this requirement to the attention of all relevant personnel who will be engaged in the tendering process and guiding them in relation to the circumstances where the requirement will not be appropriate on the grounds specified in paragraphs (a), (b) and (c) in section 27(2) (see below).
>
> Exceptions
> It is recognised that it might not always be possible to ensure that goods or services purchased by the body are accessible but

exceptions should only be made in accordance with the circumstances specified in paragraphs (a), (b) and (c) in section 27(2) of the Act. They provide that the requirement will not apply where:

- it would not be practicable (for example: where the technology is not readily available) or
- it would not be justified having regard to the cost of doing so or
- it would cause unreasonable delay in making the goods or services available to other persons (for example: where goods or services or both are otherwise available and required by other persons, so that significant delay in supplying them to those other persons would be unfair).

3. Procurement process

Procurement policy

Recommendations for procurement processes and policies

All public bodies should embed policies and procedures for complying with Section 27 of the Disability Act 2005 within their organisation's procurement policy. This would include, for instance:

- stating the organisation's commitment to include accessibility in procurement processes
- setting out basic provisions, such as asking suppliers to highlight the accessibility features of their services or goods when tendering
- setting out where to seek advice in relation to accessible procurement.

Suggested text for your policy

Your organisation's procurement policy should contain specific text on how you plan to build in accessibility (provision for end-users with disabilities) when you are procuring services and goods, where it is practicable, not prohibitively costly, and would not cause unreasonable delay. When updating your organisation's procurement policy, you can customise the text below as required to suit your organisation's needs:

Section 27 (part 3) of the Disability Act 2005 states that "where a service is provided to a public body, the head of the body shall ensure that the service is accessible to persons with disabilities". This includes services and goods.

[Your organisation's name] policy is to include the relevant accessibility requirements for people with disabilities in all stages of the tender process.

Staff in [your organisation's name] should clearly state accessibility requirements in requests for tenders, contracts, and quotations, where applicable. Staff preparing tenders may need to consult with external advisors and people with disabilities in identifying these requirements. Staff may ask suppliers to highlight the features of their product or service that meet accessibility requirements for people with disabilities. If there are no accessibility requirements

relevant to the services or goods being procured, or if staff decide that the accessibility requirements are not practicable or that they would cause undue cost or delay, staff should record that fact in a file note.

Staff should give appropriate consideration and weighting to accessibility requirements during the scoring and evaluation stages of procurement. When suppliers are asked to make presentations, they should be asked to discuss accessibility in those presentations.

Step 1: Assessing the accessibility issues

Include accessibility from the start

Consider accessibility at the start of your procurement process. If you do not consider accessibility until later on in the procurement process, you might find it impossible or expensive to address accessibility issues. Your services or goods might exclude some people, and then you will need to provide an alternative; that is usually expensive.

Maintaining accessibility

It is important to consider accessibility within the whole lifecycle of the service, product, building, or information. Future-proof your service or goods by requesting something that is robust and adaptable enough to still be accessible in the future.

Involve customers and colleagues with disabilities

In the specification, supplier selection, design, and implementation stages of your project, involve the customers and colleagues who will use your services or goods. This can save you money: you might find that some solutions that you had in mind are not actually necessary.

By consulting people with disabilities, you will better understand what they need from your services or goods. That will help you to prioritise the features of your services or goods. As you gain more experience with projects that focus on accessibility for people with disabilities, your understanding of accessibility will improve. You might also learn simpler or more cost-effective ways to ensure accessibility, because the people with disabilities whom you have consulted will usually want simple, practical solutions.

If you have not consulted people with disabilities before, the National Disability Authority's 2002 publication, "'Ask Me' Guidelines for Effective Consultation" will help you. Make sure that you communicate in clear language and that you offer to communicate in many different formats as required, such as Large Print, Irish Sign Language, Braille, verbally, by email, or with an advocate. If you arrange a focus group or a meeting, make sure that you hold the focus group or meeting in a venue that a person with a disability can access and use. Ask attendees to let you know in advance if they have any accessibility requirements. The National Adult Literacy Agency's "Plain English guidelines at a glance" will help you to make sure that your customers understand your written communications. These Citizens Information Board's "Accessible information for all (2009)" fact sheets will also help you:

- Fact Sheet 5, "Providing your information in different formats"
- Fact Sheet 7, "Making face-to-face and telephone-based information accessible"
- Fact Sheet 9, "Making your events and meetings accessible"

Formal consultation is recommended for large-scale projects.

Procurers and suppliers need a good understanding of accessibility

Suppliers need to develop a good understanding of accessibility in order to deliver the right service or goods. You should develop a good understanding of accessibility requirements and the appropriate processes, to make sure that the services or goods that you get will suit your customers' requirements. In certain cases, you might need to involve an outside expert for some tenders. To consult experts:

- carefully list the skills that they will need to have so that they can help you
- list the products, standards, and guidelines that the expert will have to know about
- ask for references from organisations that do similar work to yours.

Consider providing accessibility training, to build the capacity and skills of your staff.

Role of Access Officer

Your Access Officer is responsible for arranging extra help for customers with disabilities who use your information and services. Your Access Officer probably has experience and knowledge about what your

customers with disabilities need. Ask your Access Officer to help you assess the accessibility requirements of whatever you are procuring.

Exceptions

Section 27 of the Disability Act 2005 states that the head of each public body has to ensure that services and goods supplied to that public body are accessible, but it also gives **3 exceptions**. The head of each public body does not have to ensure that services and goods supplied to that public body are accessible, if:

- it would not be practicable
- it would be too expensive or
- it would cause an unreasonable delay for other people.

In some cases, you might find that there is no suitable service or good available that is fully accessible for people with disabilities. In other cases, you might find that a fully accessible service or good is available, but that it is not practicable, that it is too expensive, or that waiting for it would cause too much of a delay for your customers or colleagues. In those cases:

- consult customers or colleagues with disabilities to find out what specific aspects of the service or good are **most important to them**, and what specific aspects are **most likely to be a barrier to them**
- procure the most accessible service or good that you can, based on that feedback
- let the suppliers know your interest in procuring a fully accessible service or good in future
- inform your customers and colleagues about the accessibility issues of your service or good, and inform them of your most accessible alternative
- consider whether a different solution would allow you to provide the same service, but in an accessible way.

Step 2: Writing your Request for Tender

When you write your Request for Tender, you can:

- include appropriate accessibility specifications in your tender documentation and include weighting for accessibility in your tender award criteria
- include a requirement for accessibility expertise under the standards for technical and/or professional ability, when specifying criteria
- state how your supplier should include accessibility in their development process, as well as in their quality assurance
- ask your suppliers to describe the accessibility features of their products or services
- include your accessibility policy with your tender documentation
- ask tenderers to describe the accessibility of any examples of previous work that they provide.

Tender criteria

Two types of criteria exist:

- selection criteria
- award criteria

Our recommendations for selection criteria and award criteria are informed by the "European Communities (Award of Public Authorities' Contracts) Regulations 2006", specifically guidance in Chapter 2 ("Criteria for qualitative selection") and Chapter 3 ("Awarding public contracts") of part 8 ("How the Award Procedure is to be Conducted").

Using specific criteria

Use specific criteria, such as conformance to a particular set of guidelines or a best practice document, instead of general criteria, such as "accessibility", in your Request for Tender. That will allow suppliers to understand precisely what level of accessibility you want. Make sure that you understand the criteria that you specify, so that you know how to evaluate the tenders fairly and accurately. Also, consider how the suppliers can prove whether they have complied with the set of guidelines or a best practice document that you use.

This document suggests accessibility-related criteria that you can use when procuring common services and goods. **This document suggests selection criteria for some services and goods and award criteria for other services and goods, because of the wide range of services and goods that it covers.**

You could also use the suggested criteria as minimum requirements on your contract.

Selection criteria

Selection criteria are criteria for **selecting—or "pre-qualifying"— tenderers who have the necessary capacity or expertise to provide a service or supply goods**. They are also known as "suitability criteria", "eligibility criteria" and "qualification criteria". Some examples are:

- experience
- qualifications
- financial capacity
- technical capacity

You can **use selection criteria to exclude the tenderers who cannot provide the minimum level of accessibility** that you need. For example, "Provide evidence of a plan for getting everybody, including people with disabilities, out of the venue if there is an emergency" would be a better criterion than "The venue should be safe for customers to use".

Award criteria

Award criteria are criteria for **evaluating how tenderers will provide the services or goods**. They are also known as "evaluation criteria". Some examples are:

- price
- methodology or process
- quality of service.

You can use award criteria to select a candidate that will provide a high level of accessibility, weighted appropriately against other requirements and overall cost.

There are a number of ways to include accessibility criteria:

- group all the accessibility requirements together within a separate "Accessibility" criterion
- include them as part of a more general "Usability" or "Ease of use" criterion
- spread them across criteria such as "Quality and technical merit" or "Expertise and skills of assigned personnel".

Use your own knowledge and expert judgement to decide what the weighting should be, based on the nature of service or good.

Accessibility targets

Where required, you should make accessibility an explicit factor in your specification criteria, to make sure that the services or goods that you procure are accessible.

If accessibility standards or guidelines exist for what you are procuring, specify them in your Request for Tender. For example, if you were procuring ticket machines, you could use "Provide evidence as to how the ticket machines will conform to all of the 'Priority 1' guidelines in the 'Guidelines for Public Access Terminals Accessibility' from the National Disability Authority" as one of your selection criteria.

Accessibility policy

If your organisation has a written accessibility policy, consider including it with your contract notice or documents.

Development process

If you are procuring something that will have to be designed and developed, specify in your Request for Tender that the supplier should include accessibility in its development process. One way to ensure accessibility is to consult users, including people with disabilities, from the start of the design process. Here is some sample text for your Request for Tender:

> Development process
> You should carry out design and implementation in accordance with an inclusive, user-centred process. Outline the main features of this process, such as how you will:
> - gather and use information about user requirements, including the needs of people with disabilities
> - identify users' needs and take them into account
> - consult users, including people with disabilities or their representatives
> - balance the needs and costs.

Quality assurance

Many services and goods are not accessible to people with disabilities, even in cases where procurers asked for them to be accessible. Sometimes, suppliers intended to deliver an accessible service or good, but did not fully understand the difficulties that people with disabilities would have when trying to use the product. Sometimes, suppliers may have focussed on one particular group of people with disabilities, such as wheelchair users, and not given enough consideration to the broad range

of disabilities that people have. Consider asking an independent expert to carry out quality assurance, instead of asking the supplier to do it, to make sure that you get unbiased assessment. Here is some sample text for your Request for Tender:

> Quality assurance
> Prior to delivery, the [procured item] should be evaluated for usability and accessibility as part of the quality assurance process. Tenders should outline the main evaluation methods to be used, such as:
> - accessibility audit carried out by an accessibility expert. Please state the credentials of the expert who will carry out the audit; and
> - user testing by representative users, including users with disabilities. Please describe the test environment, procedures and user group characteristics.
> Tenderers may employ either or both of the above methodologies or propose their own set of methodologies.

You decide whether user testing is necessary for your services or goods.

Accessibility audits

If experts are engaged to carry out an accessibility audit, you will need to be confident about their expertise and experience. The National Disability Authority has relevant information in "Guidelines for Access Auditing of the Built Environment" and "Web accessibility auditing".

User testing

Sometimes "user testing" can help you to identify specific details and features that you can include in your Request for Tender. The idea of a user test is to arrange for some individuals to carry out a typical task, such as using a website, to establish ease of use as well as accessibility issues. The National Disability Authority has relevant information in "User Testing" on the Centre for Excellence in Universal Design website.

Evidence from tenderers

Ask tenderers to provide evidence in their tender proposals to satisfy your criteria. Decide whether to specify what form that evidence should be, or whether to let the tenderers choose whatever form they think is most suitable. For example, if you are hiring a venue for a conference, you could state that tenderers should provide an accessibility audit report as evidence that their venues are accessible. For services and goods where the relevant standards are not well-known, tenderers may submit evidence

of compliance with international standards that were previously unknown to you.

Step 3: Evaluating tenders

Assessing candidates and tenders

Consider accessibility when you assess tenders. This will involve assessing:

- the accessibility-related experience and skills of candidates or tenderers
- the proposed plans, specifications, and processes

Consider carefully whether your procurement team includes someone who has sufficient expertise to properly assess these aspects. If sufficient expertise is not available in your organisation, you could seek to co-opt someone with relevant experience from another agency or disability representative group. Alternatively, you can consult external accessibility experts if required. Your approach will vary, depending on the size of your project.

Accessibility requirements should have been stated in the Request for Tender as an explicit part of the award criteria. If you are evaluating tenders on the basis of the Most Economically Advantageous Tender (MEAT), the recommended best practice is to score each tender against a matrix of weighted criteria. You could:

- include a separate "Accessibility" criterion;
- include accessibility as part of a "Usability" criterion;
- include accessibility in criteria such as "Quality and technical merit".

Reviewing references

Take the time to review the accessibility of the services, products, buildings, or information that each tender has supplied as examples of their work. Pay particular attention to feedback that has been collected from end-users in a systematic way. Consult experts to help you if necessary.

Reviewing prototypes

Ask experts to review the accessibility of any prototypes that a tenderer provides. Ideally ask some potential customers with disabilities to try to use them too; for example, you could ask them to visit a venue that you might use for a conference, to see if it is accessible.

Step 4: Measuring the success of your process

How to measure the success of your process

After your staff or customers have used your service, product, building, or information, get feedback from as many customers or colleagues as possible. Pay particular attention to the feedback from customers or colleagues with disabilities, and to feedback that mentions accessibility. Allow customers or colleagues to give their feedback in a number of different formats, such as in person, by phone, by email, or by filling in a form.

Monitoring and compliance systems for purchasing

You should periodically review your procurements, by assessing the final service, product, building, or information against the needs of the organisation. If you have concerns regarding the effectiveness of your procedures, try to identify its source by asking these questions:

- Did you specify the right accessibility guidelines in your Request for Tender (or pre-qualification questionnaire or descriptive document)?
- Did you evaluate the responses to your Request for Tender accurately?
- Did you assess the deliverables correctly?
- If you consulted accessibility experts, was their expertise sufficient?
- Did you get complaints or compliments from customers?

Document what you learn so that it can help you in future procurement exercises.

Complaints process

Your customers can complain about any failures by your organisation to provide accessible services, under section 39 of the Disability Act 2005. You should have a clearly documented and well-publicised complaints procedure that is accessible and easy to use for customers with disabilities.

Remember that your customers' complaints can be a valuable source of feedback to guide your procurement process.

The role of the Ombudsman

The Disability Act 2005 allows the Ombudsman to investigate complaints about public bodies' compliance with Section 27, and other sections, of the Disability Act 2005.

When publishing your "Request for Tender" on the eTenders procurement website, name the Office of the Ombudsman as the second "Body responsible for appeal procedures" in section VI.4, "Procedures for Appeal", of section VI, "Complementary Information".

Useful References

- "The Ombudsman and the Disability Act 2005" from the Office of the Ombudsman

4. Procuring products and services

This chapter has advice and suggested criteria for some products and services, but includes many general principles that can be considered for services and goods which have not been specifically named. The UK government produced guidance called "Procurement and the Disability Equality Duty – Implications of the Disability Equality Duty for Public Procurement and the Management of Public Sector Contracts" that has some useful examples and case studies that may also be relevant.

The references to guidelines here are suggestions; you can choose other guidelines if appropriate. For example, when we recommend mentioning simple, clear language in your criteria, you could also refer to the "Plain English guidelines at a glance" from the National Adult Literacy Agency, "Make it clear" from Mencap, or any other guidelines that you decide are appropriate.

Transport services

When your organisation receives transport-related goods or services, try to make sure that the vehicles that are used are accessible to people with disabilities. For taxi services, make sure that the service provider has capacity to efficiently meet any requirements for accessible vehicles on request. Waiting areas and drop-off points should also be accessible, and staff should monitor those areas to keep them accessible. Every aspect of a person's journey should be accessible; for example, it is important that passengers can get on and off wheelchair-accessible buses at bus stops that are wheelchair-accessible. Any tickets, and any machines that dispense tickets, should be accessible to people with disabilities. Staff who interact with your customers or your colleagues should have taken Disability Equality Training. Any information that is delivered in the vehicle, such as the name of the next stop or station, should be in simple, clear language and delivered visually and orally.

Select as many of these suggested criteria as necessary to make sure that the whole service that you procure is accessible.

Here are suggestions for your request for tender. Select and adapt these as necessary.

Staff who will deal with customers

Award criterion:

- "Provide details of your approach to disability equality training and how your staff who will deal with our staff or customers have been trained."

Information for customers

Selection criteria:

- "Provide evidence as to how you have provided information for customers in simple, clear language."
- "Provide evidence as to how printed information that you have provided for customers has followed clear print guidelines."
- "Provide evidence as to how web-based information that you have provided for customers has conformed to the latest version of the Web Content Accessibility Guidelines."

Award criteria

- "Provide evidence as to how the information that you provide for customers will use simple, clear language."
- "Provide evidence as to how the printed information that you propose to provide for customers will follow clear print guidelines."
- "Provide evidence as to how the web-based information that you propose to provide for customers will conform to the latest version of the Web Content Accessibility Guidelines."
- "Provide information on the range of accessible formats through which information will be available to customers and how you will respond to requests."

Vehicles

Buses

Selection criterion:

- "Provide evidence as to how the buses will conform to the EU Buses and Coaches Directive (Directive 2001/85/EC Of The European Parliament And Of The Council of 20 November 2001 relating to special provisions for vehicles used for the carriage of passengers comprising more than eight seats in addition to the driver's seat, and amending Directives 70/156/EEC and 97/27/EC)."

Award criterion:

- "Provide evidence that all drivers have undergone relevant training."

Taxis, hackney, and limousines

    Selection criteria:

- "Provide evidence as to how the [taxi, hackney, or limousine] will conform to the National Vehicle Standards from the Taxi Regulation Directorate of the National Transport Authority."

- "Provide evidence as to the number of accessible vehicles available."

    Award criterion:

- "Provide evidence as to how you will be able to provide an accessible [taxi, hackney, or limousine] on request.

- "Provide evidence that all drivers have undergone relevant training."

Air travel

For air travel for a small number of staff, you might prefer to consult those staff about their accessibility needs.

For large numbers of staff or for long contracts, you might be procuring the services of a travel agency. In those cases, you might prefer to include relevant European Union regulations in your procurement documentation.

    Selection criterion:

- "Provide evidence as to how the service will conform to Regulation (EC) No 1107/2006 Of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air."

Ships, boats, and ferries

    Selection criterion:

- "Provide evidence as to how the [ship, boat, or ferry] will conform to the Guidelines for Accessible Maritime Passenger Transport from the National Disability Authority."

Waiting areas and drop-off points

Remember that waiting areas and drop-off points might be outside the control of the organisation which provides the service to you.

    Selection criteria:

- "Provide evidence as to how the [waiting area or drop-off point] conforms to 'Part M - Access and Use (2010)' from the Department of the Environment, Community and Local Government."

- "Provide evidence as to how the [waiting area or drop-off point] conforms to a best practice document such as 'Building for Everyone: A Universal Design Approach' (from the National Disability Authority) or 'BS 8300:2009+A1:2010 Design of buildings and their

approaches to meet the needs of disabled people. Code of practice' (from the British Standards Institution)."

Tickets

Printed tickets:

Selection criterion:

* "Provide evidence as to how the tickets will conform to clear print guidelines."

Smart card tickets

Selection criterion:

* "Provide evidence as to how smart cards that you have [designed/developed/delivered] conform to the priority 1 guidelines from the NDA Guidelines for Smartcard Accessibility."

Award criterion:

* "Show how the smart cards that you propose to [design/develop/deliver] will conform to the priority 1 guidelines from the NDA Guidelines for Smartcard Accessibility."

Ticket machines

Selection criterion:

* "Provide evidence as to how ticket machines that you have [designed/developed/delivered] are accessible to all users."

Award criterion:

* "Show how the ticket machines that you propose to [design/develop/deliver] will be accessible."

Useful references

* "Clear print design checklist" on page 9 of "Make It Clear" from NCBI
* EU Buses and Coaches Directive (Directive 2001/85/EC Of The European Parliament And Of The Council of 20 November 2001 relating to special provisions for vehicles used for the carriage of passengers comprising more than eight seats in addition to the driver's seat, and amending Directives 70/156/EEC and 97/27/EC)
* Rail Vehicle Accessibility (Non-Interoperable Rail System) Regulations 2010
* "Guidelines for Public Access Terminals Accessibility" from the NDA
* "Guidelines for Smart Card Accessibility" from the NDA
* Regulation (EC) No 1107/2006 Of The European Parliament And Of The Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air

- "[Guidelines for Accessible Maritime Passenger Transport](#)" from the National Disability Authority
- "[National Vehicle Standards](#)" from the Commission for Taxi Regulation
- "[Guidelines for Purchasers of Disability Equality Training](#)" from the National Disability Authority
- National Disability Authority's [eLearning Centre](#)

Janitorial and cleaning services

Janitorial and cleaning staff can sometimes change the layout, usability, and familiarity of a building. This can affect people with sensory disabilities, physical disabilities, or cognitive disabilities.

Award criteria:
- "Provide details of your approach to disability equality training and how your staff who will deal with our staff or customers have been trained."
- "Please provide details of the procedures in place to make sure that staff:
  - do cleaning and maintenance work during off-peak periods or while the building is closed when possible
  - cordon off wet floors and similar hazards, and/or indicate them with warning signs
  - make sure that their equipment and cables will not be an obstruction or hazard
  - only use floor polish that will not reduce the floor's slip resistance
  - make sure that their polishing of surfaces will neither present glare nor reduce contrast
  - clean windows, lamps and lighting diffusers regularly
  - only use cleaning agents and applications that are non-toxic, and air fresheners that will not aggravate respiratory difficulties."

These criteria could also be useful in a Service Level Agreement or in a list of requirements for the service.

Useful references
- "[Guidelines for Purchasers of Disability Equality Training](#)" from the National Disability Authority
- National Disability Authority's [eLearning Centre](#)

- "[Building for Everyone: A Universal Design Approach](#)" from the National Disability Authority

Security services

Security staff from a private company, who will come into contact with a public body's staff or customers, should receive disability equality training.

Award criterion:

- "Provide details of your approach to disability equality training and how your staff who will deal with our staff or customers have been trained."

Useful references

- "[Guidelines for Purchasers of Disability Equality Training](#)" from the National Disability Authority
- National Disability Authority's [eLearning Centre](#)

Training

When training courses are provided to your organisation, try to make sure that the registration forms and training materials that attendees will get are accessible. The trainer should be able to adapt their method of instruction and course materials to cater for attendees who:

- are deaf or hard of hearing
- are blind or vision-impaired
- may have cognitive impairments
- have impaired mobility.

Attendees should be able to use their assistive technology during the course if necessary. Appropriate supports, such as sign language interpreters and real time transcription services, should be available for those who require them. There should be an accessible way for attendees to give their feedback after the training. Trainers and other staff (such as receptionists) should have completed disability equality training.

The venue for the training course should be accessible to people with disabilities, and people with disabilities should be able to travel to the venue easily, using accessible transport and accessible parking spaces. All attendees must be able to get out of the venue easily in an emergency. Practical considerations for accessibility, such as sufficient lighting to enable lip reading, proper layout of the room and position of the trainer to facilitate sign language and lip reading, and provision of loop systems to

facilitate those with hearing impairments, should be made where necessary. The trainer should identify and respond to the accessibility requirements of the attendees with regard to room layout.

Venues

Selection criteria:

- "Provide evidence as to how the venue conforms to 'Part M - Access and Use (2010)' from the Department of the Environment, Community and Local Government."

- "Provide evidence as to how the venue conforms to a best practice document such as 'Building for Everyone: A Universal Design Approach' (from the National Disability Authority) or 'BS 8300:2009+A1:2010 Design of buildings and their approaches to meet the needs of disabled people. Code of practice' (from the British Standards Institution)."

Trainers and other staff (such as receptionists)

Award criteria:

- "Provide details of your approach to disability equality training and how your staff who will deal with our staff or customers have been trained."

- "Provide evidence as to how you can adapt your method of instruction and your course materials to cater for attendees who are deaf or hard of hearing, attendees who are blind or vision-impaired, and attendees with impaired mobility."

- "Provide evidence as to how the trainers will ensure that presentations are accessible, including reference to layout of the room and consideration of assistive technology. Provide evidence of how they will follow guidance such as 'How to Make Presentations Accessible to All [Draft for Review - updated 24 May 2010]' from the World Wide Web Consortium's (W3C) Web Accessibility Initiative (WAI)."

Registration forms, training materials, and ways of collecting feedback

Selection criteria:

- "Provide evidence as to how you have previously provided registration forms, training materials, and/or feedback forms that use simple, clear language."

- "Provide evidence as to how you have previously provided printed registration forms, training materials, and/or feedback forms that follow clear print guidelines."
- "Provide evidence as to how you have previously provided web-based registration forms, training materials, and/or feedback forms that conform to the latest version of the Web Content Accessibility Guidelines."
- "Provide evidence as to how you have previously provided video-based training materials that are accessible to everybody, regardless of age, size, ability or disability."

  Award criteria:
- "Provide evidence as to how any registration forms, training materials, and/or feedback forms that you provide will use simple, clear language."
- "Provide evidence as to how any printed registration forms, training materials, and/or feedback forms that you provide will follow clear print guidelines."
- "Provide evidence as to how any web-based registration forms, training materials, and/or feedback forms that you provide will conform to the latest version of the Web Content Accessibility Guidelines."
- "Provide evidence as to how any video-based training materials that you provide will be accessible to everybody, regardless of age, size, ability or disability."

Transport

Selection criteria:
- "Provide evidence as to how the accessible parking spaces conform to 'Part M - Access and Use (2010)' from the Department of the Environment, Community and Local Government."
- "Provide evidence as to how the accessible parking spaces conform to a best practice document such as 'Building for Everyone: A Universal Design Approach' (from the National Disability Authority) or 'BS 8300:2009+A1:2010 Design of buildings and their approaches to meet the needs of disabled people. Code of practice' (from the British Standards Institution)."

Award criterion:
- "Provide details of accessible public transport to and from the venue."

Emergency management

Selection criteria:

- "Provide evidence of your policy, signed by senior management that lists the relevant laws, the responsible staff, and the aims and objectives for getting everybody, including people with disabilities, out of the venue if there is an emergency. Your policy should conform to the advice in section 6.3, 'Evacuation Policy', of the National Disability Authority's 'Safe Evacuation for All' publication."

- "Provide evidence of a plan for getting everybody, including people with disabilities, out of the venue if there is an emergency."

Useful references

- "Plain English guidelines at a glance" from the National Adult Literacy Agency

- "Checklist for documents" from the National Adult Literacy Agency

- "Checklist for forms" from the National Adult Literacy Agency

- "Clear print design checklist" on page 9 of "Make It Clear" from NCBI

- "Web Content Accessibility Guidelines (WCAG) 2.0" from World Wide Web Consortium

- "Part M - Access and Use (2010)" from the Department of the Environment, Community and Local Government

- "Building for Everyone: A Universal Design Approach" from the National Disability Authority

- "BS 8300:2009+A1:2010 Design of buildings and their approaches to meet the needs of disabled people. Code of practice" from the British Standards Institution

- "Safe Evacuation for All" from the National Disability Authority

- "Guidelines for Purchasers of Disability Equality Training" from the National Disability Authority

- National Disability Authority's eLearning Centre

- "How to Make Presentations Accessible to All [Draft for Review - updated 24 May 2010]" from the World Wide Web Consortium's (W3C) Web Accessibility Initiative (WAI)

Office equipment

When office equipment is provided to your organisation, try to make sure that people with disabilities will be able to use that equipment. Ask your customers or colleagues who will be using the office equipment whether

they have had problems when using office equipment in the past. Then add criteria to your Request for Tender to make sure that your office equipment will prevent those problems. For example, you might be buying a photocopier and a member of staff might have difficulty stapling paper (due to arthritis, Parkinson's disease, or cerebral palsy, or some other condition). In that case, you could add this phrase as a minimum requirement or as a selection criterion in your Request for Tender: "The photocopier must be able to staple sheets automatically."

Also, consider whether all of your staff can:

- read LCD panels and controls (some wheelchair users and people of restricted stature might not be able to see something that is positioned too high, and some people with restricted vision might find controls hard to see if they have small text or inadequate colour contrast)
- use touch-screen control panels (some people who have prosthetic hands or who use pointing sticks might find them impossible to use)
- use small buttons on machines
- load paper into office equipment easily (some people have limited ranges of motion).

Consider asking tenderers to show that their equipment is easy to use and requires only a low physical effort.

Selection criterion:
- "Provide evidence as to how the equipment's controls are easy to reach, easy to see, and easy to operate, and can be operated by those with dexterity or mobility limitations."

Office furniture

Ask your customers or colleagues who will be using the office furniture whether they have had problems in the past. Then add criteria to your Request for Tender to make sure that your office furniture will prevent those problems. Furniture should be free of sharp edges. Relatively high, stiff-backed chairs are easier to get in and out of and provide good back support. Seats should be wide enough for all customers, and should not be too low. Some people, including some wheelchair-users, may require height-adjustable desks. To accommodate as many people as possible, provide:

- chairs of different heights and widths, including height-adjustable chairs

- chairs with arm-rests and chairs without arm-rests.

Select fittings which require only light pressure to operate.

Selection criterion:
- "Provide evidence as to how the [office furniture] conforms to the advice in a best practice guide, such as 'Building for Everyone: A Universal Design Approach' from the National Disability Authority."

Useful references
- "[Building for Everyone: A Universal Design Approach](#)" from the National Disability Authority

Public events

When your organisation organises, sponsors, or endorses a public event, try to make sure that the event's advertisements, registration, information, and venue are accessible to attendees with disabilities. Make sure that attendees with disabilities can travel to the venue easily, using accessible transport and accessible parking spaces. The venue, its signage, its reception areas, and its toilet facilities should all be accessible to attendees with disabilities. All attendees must be able to get out of the venue easily in an emergency. The room itself is essential and key considerations include good acoustics to ensure participants can hear the proceedings and the layout which should ensure that presenters can be seen by all, including those who need to lip-read. Staff such as event managers, receptionists, and catering staff should have completed disability equality training.

Venues
Selection criteria:
- "Provide evidence as to how the venue conforms to 'Venue Checklist for Consultation Events' from Building for Everyone : A Universal Design Approach, Booklet 9, Planning and Policy, National Disability Authority." (See Appendix 3)
- "Provide evidence as to how the venue conforms to 'Part M - Access and Use (2010)' from the Department of the Environment, Community and Local Government."
- "Provide evidence as to how the venue conforms to a best practice document such as 'Building for Everyone: A Universal Design Approach' (from the National Disability Authority) or 'BS 8300:2009+A1:2010 Design of buildings and their approaches to meet the needs of disabled people. Code of practice' (from the British Standards Institution)."

- "Provide details of the acoustic properties of the venue, and how the air conditioning and heating systems affect the sound quality. Provide details of any induction loops available in auditoriums."
  Award criterion:
- "Describe the accessibility of the venue, its layout, its signage, its reception areas, its catering facilities, and its toilet facilities."

Event management

Selection criteria:
- "Provide evidence as to how you will be able to provide sign language interpreters, induction loop systems, and speed text services, if requested."
- "Provide evidence as to how you will be able to provide conference materials in accessible formats, such as Large Print, electronic format, and Braille, if requested."
- "Provide evidence as to how you will be able to accommodate wheelchair users, personal assistants, and assistance animals such as guide dogs, as necessary."

Advertisements, registration and sign-up forms, information, and feedback forms

Selection criteria:
- "Provide evidence as to how you have written simple, clear language for advertisements, registration and sign-up forms, information, and feedback forms."
- "Provide evidence as to how you have designed advertisements, registration and sign-up forms, information, and feedback forms that conform to clear print guidelines."
- "Provide evidence as to how you have created advertisements, registration and sign-up forms, information, and feedback forms that conform to the latest version of the Web Content Accessibility Guidelines."
- "Provide evidence as to how you have used captions (whether real-time, closed, or open) in video-based information."
  Award criterion:
- "Provide evidence as to how you will gather information on reasonable accommodations."

Transport

Selection criteria:

- "Provide evidence as to how the accessible parking spaces conform to 'Part M - Access and Use (2010)' from the Department of the Environment, Community and Local Government."

- "Provide evidence as to how the accessible parking spaces conform to a best practice document such as 'Building for Everyone: A Universal Design Approach' (from the National Disability Authority) or 'BS 8300:2009+A1:2010 Design of buildings and their approaches to meet the needs of disabled people. Code of practice' (from the British Standards Institution)."

Award criterion:

- "Provide details of accessible public transport to and from the venue."

Emergency management

This is a complex area, and you should give it a lot of consideration. Here are some of the issues involved:

- particular difficulties faced by people with disabilities, in recognising alarms, responding to those alarms, and moving to a safe place

- individual needs of employees, visitors, other building occupiers, special interest groups, and enforcement agencies

- types of emergency warning systems installed and alternative features to assist people with disabilities

- wayfinding issues for people with disabilities, and technological solutions

- the design, location and use of refuges and safe areas in the building

- circulation within the building, stairs, lifts, and possible methods for moving wheelchairs vertically

- use of evacuation lifts or other lifts for vertical escape

- Personal Emergency Egress Plans (PEEPs) for all who require them

- Emergency egress plans.

Selection criteria:

- "Provide evidence of your policy, signed by senior management that lists the relevant laws, the responsible staff, and the aims and objectives for getting everybody, including people with disabilities, out of the venue if there is an emergency. Your policy should conform to the advice in section 6.3, 'Evacuation Policy', of the National Disability Authority's 'Safe Evacuation for All' publication."

- "Provide evidence of a plan for getting everybody, including people with disabilities, out of the venue if there is an emergency."

Front line and support staff

Award criterion:

- "Provide details of your approach to disability equality training and how your staff who will deal with our staff or customers have been trained."

Useful references

- "Requirements for Meeting and Training Rooms" from Industry Canada
- "Checklist for documents" from the National Adult Literacy Agency
- "Checklist for forms" from the National Adult Literacy Agency
- "Clear print design checklist" on page 9 of "Make It Clear" from NCBI
- "Make it clear" from Mencap
- "Web Content Accessibility Guidelines (WCAG) 2.0" from World Wide Web Consortium
- "Part M - Access and Use (2010)" from the Department of the Environment, Community and Local Government
- "Building for Everyone: A Universal Design Approach" from the National Disability Authority
- "BS 8300:2009+A1:2010 Design of buildings and their approaches to meet the needs of disabled people. Code of practice" from the British Standards Institution
- "Safe Evacuation for All" from the National Disability Authority
- "Guidelines for Purchasers of Disability Equality Training" from the National Disability Authority
- National Disability Authority's eLearning Centre

Telephone-based services

Some people may find it hard to cope with telephone based services such as automatic answering systems or call centres. Hearing too many options, options that are presented too quickly, or options that use complex language can make these services difficult to use.

Services

Selection criteria:

- "Provide evidence as to how your service will cater for customers with hearing loss who use email, SMS text messages, or a textphone (sometimes referred to as a 'Minicom') to contact the call centre."

Award criterion:

- "Provide evidence as to how your service will be easy for customers with disabilities to use."

Staff

Award criterion:

- "Provide details of your approach to disability equality training and how your staff who will deal with our staff or customers have been trained."

Useful references

- "Barrier free call routing. Designing customer-focused inclusive telephone access" from the Employers' Forum on Disability (UK)
- "Guidelines for Purchasers of Disability Equality Training" from the National Disability Authority
- National Disability Authority's eLearning Centre

Suggested curriculum for Disability Equality Training

If your organisation receives any service, make sure that the staff who provide that service have attended Disability Equality Training before starting work for you. Your employees should attend Disability Equality Training too. The training can be accessed through an experienced trainer, eLearning (electronically supported learning such as computer-based training) or a mixture of those.

The training should include:

- Definition of disability
- What do we mean by disability?
- What are the practical accommodations to meet the needs of customers with disabilities in Ireland?
- Disability and society
- How do we view disability in society?
- How does the social model differ from the medical model?

- How does society restrict people with disabilities?
- How can we create a more inclusive society?
- Equality and Disability
- What is reasonable accommodation?
- What are the legal duties and responsibilities of public bodies?
- What legislation covers disabled people's rights to equal status and employment opportunities? (This should include the Disability Act 2005, the National Disability Authority's "Code of Practice on Accessibility of Public Services and Information Provided by Public Bodies", the United Nations Convention on the Rights of Persons with Disabilities (2006), the Employment Equality Acts 1998-2008, and the Equal Status Acts 2000–2008)
- How some people with disabilities can face discrimination in other dimensions, such as racism.
- Disability and Communication
- What language should I use when interacting with, or referring to, people with disabilities?
- How does my organisation interact with people with disabilities?
- What myths and misconceptions exist about people with disabilities?
- Proactive Approach
- What are my organisation's equal opportunities policies and procedures?
- What is accessibility?
- How could my organisation be more accessible?
- How can I improve my own practices to be more inclusive of people with disabilities?

Look for a trainer who developed their training course after consulting people with disabilities.

Staff who have attended training about disability will be able to interact more confidently and more effectively with people who have disabilities. Remember that staff will need an ongoing programme of disability equality training.

Disability equality training courses should be backed up by the development of written policies setting out the organisation's commitments in this area. Those policies should be easily accessible by all staff, and should be monitored to demonstrate their impact.

5. Procuring built environment projects

New projects

There are 4 major stages in new built environment projects:

1. Appraisal (this stage is the most critical for design work, and changes at this stage are the least expensive to change)

2. Planning (this stage is critical for design work, and changes at this stage are not expensive)

3. Implementation (this stage is the least critical for design work, and changes at this stage are expensive)

4. Review (changes at this stage are the most expensive)

You should consider and consult people with disabilities at each of those stages.

For smaller projects, consult users with disabilities and refer to existing standards such as "Building for Everyone: A Universal Design Approach". For larger projects, you may need to assemble an accessibility team that includes accessibility experts.

Appraisal

The Appraisal stage allows staff to assess the project's merit and decide whether to approve it in principle. At this stage, consider accessibility for people with disabilities in relation to the project's rationale, wider socio-economic environment, context of Government policy, effectiveness in meeting financial and physical objectives, efficiency for the resources invested, and socio-economic impact.

Legal compliance and best practice

Legal compliance to "Part M — Access and Use (2010)" from the Department of the Environment, Community and Local Government is the minimum level of accessibility for all new building projects. You can greatly improve accessibility for people with disabilities by deciding that your project must follow a best practice document such as "Building for Everyone: A Universal Design Approach" from the National Disability Authority or "BS 8300:2009+A1:2010 Design of buildings and their

approaches to meet the needs of disabled people. Code of practice" from the British Standards Institution. It will normally cost more to retrofit a building to improve its accessibility, than to plan for and implement a high level of accessibility from the start. Include the chosen standard of accessibility in the Works Requirement, instead of using it as a selection criterion or award criterion.

Be aware that following minimum specified dimensions too exactly can cause problems. Unforeseen events on the building site can force builders to compromise on some specifications. Also, human error could lead to a building not matching its design's specifications. For example, a design for a ramp with a gradient of 1:20 can lead to a ramp with a gradient of 1:18 being built. Some people with disabilities have difficulty using ramps that have gradients of less than 1:20.

Encourage designers to use wider, longer, more level dimensions for spatial enhancement. For example:

- an area with a gradient steeper than 1:20 needs intermediate landings, handrails, and an alternative stepped access route;
- an area with a gradient less steep than 1:20 but steeper than 1:50 needs intermediate landings, but does not need handrails or an alternative stepped access route;
- an area with a gradient of 1:50 can be considered as level, and does not need intermediate landings, handrails or an alternative stepped access route.

Document your approach to including accessibility in the project, and the access team. List any major accessibility-related expenses, such as ramps or evacuation lifts. Remember that ramps are integral to design, and should not be considered as add-ons to design. Level changes cause ramping, so the design should feature level changes as intentional, well thought-out features, and not as solutions to spatial problems elsewhere in the design.

NDA has significant resources to guide public bodies in improving the accessibility of their built environment, such as "Building for Everyone: A Universal Design Approach", which will guide agencies on all aspects of the built environment, including approach and building management and which takes account of all relevant regulations and standards.

Consultation

Appropriate, transparent and inclusive consultation with relevant experts should take place to ensure that all issues are identified and addressed appropriately and at the right time. The scale of the consultation process should be decided by reference to the size and complexity of the project,

the number of stakeholders, the level of standardisation and the nature of the functional requirements. Include an accessibility expert or universal design expert as one of the experts whom you consult.

Your Stakeholder Communications Plan should have details of how to consult people with disabilities and/or disability groups to ensure accessibility. It should also have contact details for organisations that you might need services from. Consultation is an ongoing process; it is not a once-off event. See the NDA's 2002 publication, "'Ask Me' Guidelines for Effective Consultation" for more details.

Some accessibility features of your project cannot ever be compromised; for example, some people will not be able to fit through certain doors, or climb some steps, or escape from certain buildings in an emergency. Some accessibility features of your project can sometimes be compromised within strict conditions; for example, some people might prefer automatic doors but might be able to use doors that open for them when they press a button near the doors. You should make sure that you distinguish very carefully which accessibility requirements can be compromised and which accessibility features of your project can sometimes be compromised within strict conditions. For the accessibility features of your project that can sometimes be compromised within strict conditions, you should specify those conditions. When procuring, emphasise the need for designers to pay particular attention to ancillary areas, such as bathrooms, that are critical for accessibility. Make sure the designers will give them primary importance in the design process, so that those areas do not get squeezed into remainder spaces.

When you appoint a Project Supervisor, make sure that they have experience and expertise in accessibility for people with disabilities, or universal design.

Some projects will have business case objectives that include accessibility for customers with disabilities. For example, your project might aim to allow greater numbers of customers to access a service, or your project might aim to allow greater numbers of older customers to access a building.

If you specify a best practice document such as "Building for Everyone: A Universal Design Approach" or "BS 8300:2009+A1:2010 Design of buildings and their approaches to meet the needs of disabled people. Code of practice" at the start of the project, make sure to consider whether your project is adhering to that best practice document when you are

reviewing the project. At reviews, emphasise the risks of designing to minimum standards and minimum specified dimensions.

Appoint Design Team

The Contracting Authority, when selecting a Design Team, should ensure that the team's expertise includes accessibility expertise (or Universal Design expertise). That will allow the Design Team to ensure that the finished building will have a consistent level of accessibility throughout. Every part of a customer's journey through a building must be accessible. For example, if a perfectly accessible toilet is at the end of a corridor that has a very narrow entrance, the toilet will be of limited use to most people who use wheelchairs.

For civil engineering projects, where an engineer or specialist sub consultant is responsible is producing a Preferred Route (Location) Report, the report should include a note on the accessibility benefits of the preferred solution.

Design Team assesses output requirements, constraints, budget

If you are going to employ a communications consultant, make sure that the communications consultant is experienced in working with people with disabilities and disability organisations. Check that the communications consultant has taken Disability Equality Training and has previously worked successfully with disability organisations or people with disabilities.

In summary, the design stage must standardise all routes, openings, counters, reaches, and so on. At this stage, a simple accessible drawing is required. This dedicated drawing would be a floor plan that emphasises all routes, bathrooms, counters, doors, and so on; all non-accessibility related detail should be faded out. Typical access detail sketches can be pasted on to drawing. This simple exercise in CADD (computer-aided design and drafting) systems eliminates all ambiguity and focuses on specifics.

Restricted Tendering Procedures for works contractors

For projects that will use Restricted Tendering Procedures, section 5.11 of the "Instructions to Tenderers" form describes how to specify that specialists are necessary. You can use section 1.6, "Specialists", of form QW1, "Suitability Assessment Questionnaire — Works Contractor: Restricted Procedure", to ask for details of an accessibility specialist. Section 3.4b, "Educational and Professional Qualifications (Personnel)", of form QW3, "Suitability Assessment Questionnaire — Works Specialist for Specialist Area of Work", is where you can collect information about the technical capability of the accessibility specialist that the tenderer proposes

to use. Use form QW3 to collect the information about the tenderer's previous accessible projects and a statement on universal design.

Implementation

The Implementation stage requires clear arrangements for monitoring progress and cost control, securing project standards and timely delivery. Regular consultation with people with disabilities and accessibility experts will allow staff to identify problems when they become apparent, and reduce the cost of fixing those problems. Remember that adjustments will always have to be made during building, and that one adjustment can result in other adjustments being necessary.

Arrange **access audits** to check conformance to the specified accessibility standard, so that issues can be identified and addressed sooner rather than later. The number and scope of access audits should be relative to the scale of the project. Make sure that assessment of accessibility is part of the process for approving payments to the contractor. Adjust dimensions in favour of accessible space: make areas longer and wider as necessary. The first fixing of plumbing and electrical is critical; the designer should mark out these items with the contractor before installation.

Ensure that the construction process itself does not create accessibility problems for people with disabilities. Refer to the "Management of the construction site" section in this chapter.

Review

The Review stage allows staff to examine whether the project's objectives have been met, and whether the project was delivered to the required standard. Staff can also use this stage to decide how to use the experience they gained on this project on future projects. Examine whether staff were able to implement the standards of accessibility that were stated, and whether consultation with people with disabilities and accessibility experts guided the project effectively. Carry out a post-occupancy evaluation.

Most importantly, ask for feedback from people with disabilities who have used the building.

Refurbishments of buildings

When refurbishing buildings, consult an accessibility expert, or universal design expert, as soon as possible, before any work is done. Buildings can have poor accessibility for people with disabilities, and the options for improving accessibility can be limited. If you wait to consult an expert until after some work has been done, you might find that the work that has

been done has decreased your options even further. Prioritise the accessibility work: address the issues that cause most difficulty to people with disabilities first, and then address the issues that cause less difficulty to people with disabilities. Make sure that no refurbishment work takes place until after the stakeholders have discussed, and agreed on, a drawing that highlights all of the required accessibility works.

The Department of the Environment, Community and Local Government have a "Part M - Access and Use (2010) - Flowchart" for "Application of Part M 2010 to existing buildings other than dwellings". That flowchart will help you to decide which Building Regulations apply to your building. (Note that this flowchart is an image and not text; some people may not be able to read it.) That Department also have "Frequently Asked Questions for Disability Access Certificate - Regularisation Cert - 7 Day Notice".

Restoration and adaptation of heritage sites

When you are restoring or adapting heritage sites, mention in all of your procurement documents that the contractor must conform to the National Disability Authority's Code of Practice on Accessible Heritage Sites.

Refer to "Advice Series: Access – improving the accessibility of historic buildings and places" from the Department of Arts, Heritage and the Gaeltacht for more detailed advice.

Useful References

- "Part M - Access and Use (2010) - Flowchart" for "Application of Part M 2010 to existing buildings other than dwellings"
- "Advice Series: Access – improving the accessibility of historic buildings and places" from the Department of Arts, Heritage and the Gaeltacht
- "Code of Practice on Accessible Heritage Sites" from the National Disability Authority
- "Part M - Access and Use (2010)" from the Department of the Environment, Community and Local Government
- "Building for Everyone: A Universal Design Approach" from the National Disability Authority
- "BS 8300:2009+A1:2010 Design of buildings and their approaches to meet the needs of disabled people. Code of practice" from the British Standards Institution
- "Safe Evacuation for All" from the National Disability Authority

- ["Guidelines for Access Auditing of the Built Environment"](#) from the National Disability Authority

External environment

People access both the external environment for travel and recreation. Accessibility applies to all aspects of the external environment, including:

- the natural landscape (mountains, viewing points, peatlands, beaches, and historic buildings and places)
- the tempered landscape (temporary events, interpretive centres, golf, country parks, woodlands, picnic areas, camping sites and caravan parks, and waterways)
- the tamed landscape (parks, cemeteries, sports grounds, play areas, and gardens and courtyards)
- surfacing (legibility, materials, paths and pavements, tactile paving, pedestrian crossings, and maintenance)
- level changes (ramps and steps)
- site furniture (placement, colour and contrast, bollards, gates, drinking fountains, seating, and picnic tables)
- parking (provision and siting, designated car parking spaces, multi-storey and underground car parks, drop-off points, taxi ranks, parking bicycles, and escape routes)
- protection of outdoor works (perimeters of construction sites and maintenance of pavements and roadways).

Procurers should:

- understand the context, possibilities, and limitations of the environment
- be aware of relevant legislation and policies
- identify all possible users
- think broadly and creatively
- allow the function to dictate the form
- use materials appropriate to the location and purpose.

Imagination can allow designs to open up the experience of the external environment to the broadest range of potential users and visitors.

The "External environment" section of the National Disability Authority's "Building for Everyone: A Universal Design Approach" publication guides on considerations and standards for the built environment.

Make sure that contractors follow best practice guidance on accessibility of streetscapes. When compromise on best practice is unavoidable, consult disability groups and accessibility experts as necessary to ensure that the result is as accessible for its users as possible.

Selection criterion:

* "Provide evidence to show your understanding of accessibility and your capacity to design and execute work in line with best practice guidance such as 'Building for Everyone: A Universal Design Approach' from the National Disability Authority and 'Road and Street Design for All' from the Local Government Management Services Board."

Useful References

* "[Building for Everyone: A Universal Design Approach](#)" from the National Disability Authority.

* "[Guidelines for Access Auditing of the Built Environment](#)" from the National Disability Authority.

* "[Road and Street Design for All](#)" from Local Government Management Services Board.

Management of the construction site

The process of construction work, whether maintenance, repair or new build, can cause significant risk to passers-by unless it is carried out properly. People with impaired vision are particularly at risk from temporary obstruction.

Award criterion:

* "Demonstrate how, for example, you would make sure that:
  * there would be a safe alternative route for people with disabilities;
  * public areas beside the construction site would be protected with a hoarding;
  * all scaffolding would provide sufficient headroom;
  * the colour of hoardings would contrast with their surroundings and be illuminated at night;
  * scaffolding poles would be enclosed in protective sleeves;
  * there would be sufficient pathway and handrail along any obstruction;
  * there would be a rigid colour-contrasting barrier at the site of any pavement or services maintenance work;

- the name and address of the contractor and of the authority who granted roadway repair or hoarding licence would be displayed, so that people could contact them if there is a problem;
- any work on pavements and roadways would be protected by a sufficiently high, rigid, colour-contrasting hoarding that would not topple;
- footpaths would not be blocked;
- surroundings would be kept clean;
- the public, and particularly people with disabilities, would be notified about any disruption
- you address other aspects of access in the event that we have not covered everything in this list."

Useful References

- "Building for Everyone: A Universal Design Approach" from the National Disability Authority

6. Procuring information and communication technology

This chapter has information, criteria, and references for staff who procure websites, Content Management Systems (CMS), ticket machines and smart cards, public computers, kiosks, and other public access terminals, advertising, telephones, or printing and publishing.

The NDA also has an online IT Procurement Toolkit. Its "Stages of Procurement" section has information about "Writing an RFT (Request for Tender)". That webpage discusses tenderer selection criteria, general accessibility targets, accessibility targets for specific technologies, development process, quality assurance, training, evaluating of deliverables, and accessibility policy. It has text about Universal Design experience, accessibility targets, development process, quality assurance, and training, that procurers can copy and paste directly into their Request for Tender documents.

Websites

Your website's **content** and **design** should be accessible to all of your customers and colleagues, whether they have disabilities or not. The National Disability Authority's Code of Practice on Accessibility of Public Services and Information provided by Public Bodies says that public bodies' websites' content and design must have Level AA conformance to the Web Content Accessibility Guidelines.

The devices and assistive technology used for accessing websites change regularly, as do the tasks that users want to be able to do.

When you procure web content or website development, try to ensure that the content is well-structured, that the website has Level AA conformance to the Web Content Accessibility Guidelines 2.0, and has Level AAA conformance where possible. The creation and design of the website should follow a standard process, such as "BS 8878:2010 Web

accessibility. Code of practice." for ensuring website accessibility, and rich internet applications should conform to Accessible Rich Internet Applications (WAI-ARIA) 1.0.

Selection criteria:

- "Provide evidence as to how content that you have created for websites is well-structured, with headings, lists, tables, and language changes specified properly, and with alternative text for anything that is not text."
- "Provide evidence as to how websites that you have [designed/developed/delivered] have level AA conformance to the Web Content Accessibility Guidelines 2.0."
- "Provide evidence as to how rich internet applications that you have [designed/developed/delivered] conform to Accessible Rich Internet Applications (WAI-ARIA) 1.0."

Award criteria:

- "Provide evidence as to how the content that you propose to [design/develop/deliver] for our website will be well-structured, with headings, lists, tables, and language changes specified properly, and with alternative text for anything that is not text."
- "Provide evidence as to how the website that you propose to [design/develop/deliver] will conform to the Web Content Accessibility Guidelines 2.0."
- "Provide evidence as to how the [design/development/delivery] of the website will follow a standard process, such as 'BS 8878:2010 Web accessibility. Code of practice.' for ensuring website accessibility."
- "Provide evidence as to how the rich internet applications that you propose to [design/develop/deliver] will conform to Accessible Rich Internet Applications (WAI-ARIA) 1.0."

Useful references

- "Accessibility Targets » Web technologies" from the IT Procurement Toolkit from the NDA.
- "Web Content Accessibility Guidelines 2.0" from the World Wide Web Consortium.
- "BS 8878:2010 Web accessibility. Code of practice." from the British Standards Institution.
- "Accessible Rich Internet Applications (WAI-ARIA) 1.0" from the World Wide Web Consortium.

Content Management Systems (CMS)

When somebody provides a Content Management System for your website, try to ensure that the website content that the CMS produces is accessible to people with disabilities, and that staff with disabilities will be able to use the CMS to create and maintain website content.

> **Selection criterion:**
- "Provide evidence as to how Content Management Systems that you have [designed/developed/delivered] have Level AA conformance to the latest version of the Authoring Tool Accessibility Guidelines (ATAG)."

> **Award criterion:**
- "Provide evidence as to how the Content Management System that you propose to [design/develop/deliver] will have Level AA conformance to the latest version of the Authoring Tool Accessibility Guidelines (ATAG)."

Useful references

- "Accessibility Targets » Web technologies" from the IT Procurement Toolkit from the NDA.
- "Authoring Tool Accessibility Guidelines (ATAG) 2.0" from the World Wide Web Consortium.

Ticket machines and smart card tickets

When somebody provides ticket machines and smart card tickets for your organisation, try to make sure that customers with disabilities can use the ticket machines and the smart cards.

Ticket machines

> **Selection criterion:**
- "Provide evidence as to how ticket machines that you have [designed/developed/delivered] are accessible to all users."

> **Award criterion:**
- "Show how the ticket machines that you propose to [design/develop/deliver] will be accessible."

Smart card tickets

Selection criterion:

- "Provide evidence as to how smart cards that you have [designed/developed/delivered] conform to the priority 1 guidelines from the NDA Guidelines for Smartcard Accessibility."

Award criterion:

- "Show how the smart cards that you propose to [design/develop/deliver] will conform to the priority 1 guidelines from the NDA Guidelines for Smartcard Accessibility."

Useful references

- "Accessibility Targets » Smart Cards" from the IT Procurement Toolkit from the NDA.
- "Guidelines for Smartcard Accessibility" from the NDA
- "Guidelines for Public Access Terminals Accessibility" from the NDA

Public computers, kiosks, and other public access terminals

It is difficult to make sure that a public computer, kiosk, or other public access terminal is fully accessible. Trained staff should be available to assist customers who use them, and the hardware and software should be accessible to customers with physical, sensory, and cognitive disabilities. In addition, the environment around public computers, kiosks and public access terminals should be accessible.

When public computers, kiosks, or other public access terminals are provided to your organisation, try to make sure that they conform to the priority 1 guidelines from the NDA's Guidelines for Public Access Terminals Accessibility, that their user interfaces conform to the appropriate accessibility guidelines, such as the Web Content Accessibility Guidelines 2.0 or the NDA's Guidelines for Applications Software, and that any smart cards that customers have to use in them conform to the priority 1 guidelines from the NDA Guidelines for Smartcard Accessibility.

Selection criteria:

- "Provide evidence as to how public computers, kiosks, or other public access terminals that you have [designed/developed/delivered] conform to the priority 1 guidelines from the NDA's Guidelines for Public Access Terminals Accessibility."

- "Provide evidence as to how the user interface in public computers, kiosks, or other public access terminals that you have [designed/developed/delivered] conforms to appropriate accessibility guidelines, such as the Web Content Accessibility Guidelines 2.0 or the NDA's Guidelines for Applications Software."
- "Provide evidence as to how smart cards that you have [designed/developed/delivered] conform to the priority 1 guidelines from the NDA Guidelines for Smartcard Accessibility."
  Award criteria:
- "Provide evidence as to how the user interface in the public computers, kiosks, or other public access terminals that you propose to [design/develop/deliver] will conform to appropriate accessibility guidelines, such as the Web Content Accessibility Guidelines 2.0 or the NDA's Guidelines for Applications Software."
- "Provide evidence as to how the smart cards that customers will have to use in the public computers, kiosks, or other public access terminals that you propose to [design/develop/deliver] will conform to the priority 1 guidelines from the NDA Guidelines for Smartcard Accessibility."

Useful references

- "Accessibility Targets » Public access terminals" from the IT Procurement Toolkit from the NDA.
- "Guidelines for Public Access Terminals Accessibility" from the NDA.
- "Web Content Accessibility Guidelines 2.0" from the World Wide Web Consortium.
- "Guidelines for Application Software Accessibility" from the NDA.
- "Guidelines for Smart Card Accessibility" from the NDA.

Advertising

When somebody provides advertising for your organisation, try to ensure that it is accessible to all people with disabilities. All advertisements should use clear, simple language. Moving text, flashing text, ornate or decorative fonts and flashing images will make it harder for some people to understand your message. Video advertisements may need captions, sign language interpretation and audio-descriptions. Images flashing more than three times per second may affect some people. Background noise or music can make it difficult for some people to understand speech.

Printed advertisements should have a clear font at a minimum size of 12 point and text aligned to one side only (the left side for Irish and English).

There should be no blocks of upper case letters. There should be no underlining, no italics, and no over-use of bold text.

It is important to have a simple, clear layout with no images behind text and good colour contrast between the text and background. There should be appropriate space between columns of text, text descriptions for images or colour that convey information, and paper with a matt finish that is thick enough to prevent the other side of a page from showing through the page.

Advertisements

Selection criteria:

- "Provide evidence as to how you have written simple, clear language for advertisements."
- "Provide evidence as to how you have designed printed advertisements that follow clear print guidelines."
- "Provide evidence as to how web-based advertisements that you have created conform to the latest version of the Web Content Accessibility Guidelines."
- "Provide evidence as to how video advertisements that you have created are accessible to everybody, regardless of age, size, ability or disability."

Award criteria:

- "Provide evidence as to how you will write simple, clear language in advertisements that you propose to create."
- "Provide evidence as to how you will follow clear print guidelines in printed advertisements that you propose to create."
- "Provide evidence as to how the web-based advertisements that you propose to create will conform to the latest version of the Web Content Accessibility Guidelines."
- "Provide evidence as to how video advertisements that you propose to create will be accessible to everybody, regardless of age, size, ability or disability."

Useful references

- "Plain English Guidelines" from the National Adult Literacy Agency.
- "Checklist for documents" from the National Adult Literacy Agency.
- "Checklist for forms" from the National Adult Literacy Agency.
- "Clear print design checklist" on page 9 of "Make It Clear" from NCBI
- "Make it clear" from Mencap.

- "Web Content Accessibility Guidelines 2.0" from the World Wide Web Consortium.

Telephones

When somebody provides telephones or telephone services for your organisation, try to ensure that people with disabilities can use them easily.

Selection criterion:
- "Provide evidence as to how [telephones/telephone services] that you have provided conform to the priority 1 guidelines from the National Disability Authority's Guidelines for Telecoms Accessibility."

Award criterion:
- "Provide evidence as to how the telephones or telephone services that you propose to provide will conform to the priority 1 guidelines from the National Disability Authority's Guidelines for Telecoms Accessibility."

Useful references
- "Accessibility Targets » Telecoms" from the IT Procurement Toolkit from the NDA.
- "Guidelines for Telecoms Accessibility" from the NDA.

Designing, printing and publishing

You may need to tender for the design and print of publications such as Annual Reports, customer complaint cards, brochures, flyers, posters, and other correspondence with customers and colleagues. Make sure that any designers and printers focus on clarity, so that you can be confident that your customers and colleagues will understand your message. For web-based publishing, remember that you can make your information accessible to the widest range of people by publishing it in multiple formats, such as accessible HTML, accessible PDF, and accessible Microsoft Word.

Printed documents, web documents, and last-minute revisions

When somebody provides printing services for your organisation, try to make sure that: documents are printed in clear, simple language. Make sure that web-based publishing conforms to the latest version of the Web Content Accessibility Guidelines.

Printed documents

Selection criteria:

- "Provide evidence as to how you have designed printed documents to follow clear print guidelines."
- "Provide evidence as to how you have created web-based documents that conform to the latest version of the Web Content Accessibility Guidelines."

Award criteria:

- "Provide evidence as to how printed documents that you propose to design will follow clear print guidelines."
- "Provide evidence as to how the web-based documents that you propose to create will conform to the latest version of the Web Content Accessibility Guidelines."

Useful references

- "Top tips for achieving Clear Print" from the RNIB (Royal National Institute of Blind People).
- "Clear print design checklist" on page 9 of "Make It Clear" from NCBI.
- "Make it clear" from Mencap.
- "Web Content Accessibility Guidelines 2.0" from the World Wide Web Consortium.

Appendix 1: Making information accessible

This appendix is for staff in public bodies who procure information. It discusses the list of necessary steps to make your information accessible to everybody:

1. Structure your information properly

2. Check your information's accessibility

3. Publish your information in formats that your audience can use.

1. Structure your information properly

Information will be accessible to everybody if the people who create it structure it properly. Otherwise, that information will not be accessible.

Documents

When a document is structured properly, computers and assistive technology can make it available to people with disabilities. People who write documents in word processing software such as Microsoft Word, Google Docs, OpenOffice.org Writer, or Author-it, must use that software to structure their document. To do that, they must use software to specify headings, tables, lists, and other sections of the document. For example, here is the correct way to specify headings in a document when using Microsoft Word:

1. Select the main heading's text with your mouse or keyboard

2. Select "Heading 1" in the "Styles and Formatting" or "Styles" (depending on the version of Word)

3. Select the first sub-heading's text with your mouse or keyboard

4. Select "Heading 2" in the "Styles and Formatting" or "Styles"

5. Continue doing that until all the headings and sub-headings have been specified.

Structuring a document in this way will allow software to understand the meaning of each part of the document. For example, if you specify headings properly in Microsoft Word, Microsoft Word can insert a table of contents automatically, because the software understands which pieces of text are headings. Similarly, assistive technology will understand how to present your information to people with different disabilities. If you create "fake" headings by just making normal text bigger, create "fake" tables by using tabs and spaces to give the visual impression of a tabular structure, and create "fake" lists by using dashes and new lines, assistive technology will not understand how to present your information to people with different disabilities.

A document's author should structure the document, as described above. The author will understand the document better than other staff members, and will be able to structure the document most accurately.

Using templates

You could ask an accessibility expert to create accessible templates for the word processing software that you use. This can save you a lot of time, because the template can:

- ensure authors enter the information in a structured accessible manner
- ensure authors add the information that is necessary for accessibility, such as descriptions for images

Such templates can be designed so that the information can be easily converted to accessible formats.

If you ask an accessibility expert to create templates for you, you should also ask for a guide for authors and a format conversion guide. The guide for authors should describe how to use the template efficiently and avoid mistakes. The format conversion guide should tell you how to go about converting your document into accessible formats such as accessible HTML, accessible PDF, Braille, or ePub (Electronic Publishing).

Plain English

If you need a Plain English version of a document as set out in section 28.(3) of the Disability Act, you should ask the document's author to create that too. For some documents, such as legal statements or environmental reports, the author may be the best person to produce the plain English version. This should be mentioned in your tender.

If you want somebody to write a document in Plain English, you can suggest guidelines such as the "Plain English guidelines" from NALA (the National Adult Literacy Agency).

Video and audio information

Video and audio information can be made accessible. Here are some examples of video and audio information on public websites:

- news "podcasts" (downloadable audio broadcasts, usually in MP3 format)
- videos of council meetings
- video tutorials for council planning departments
- videos to promote tourism.

When tendering for audio or video services, include a description of how the information should be made accessible.

Recorded audio

Recorded audio can be a help to people with vision impairments, people with dyslexia, and people with poor reading skills. However, the information in recorded audio is inaccessible to people with hearing impairments. Here is how to make sure that recorded audio information is accessible:

- provide text descriptions of audio-only information, in the same order as the audio-only information, to allow your users to get the same results as someone who can hear the audio. A transcript of a performance is better than an original script, because the performance might have extra information that was not in the original script
- ideally, provide a video of sign language interpretation for recorded audio information.

Live audio

Live audio has the same advantages and disadvantages as recorded audio. Here is how to make live audio information accessible to everybody:

- provide captions or the script when you are broadcasting live, audio information that follows a script
- provide a live text caption service from a trained human operator with a special keyboard when you are broadcasting live, audio information that does not follow a script.

Recorded video with audio

Recorded video with audio is a great way to make information available. However, there are 2 main accessibility issues:

* some users might miss information in the audio, such as a description or an explanation delivered by a narrator
* some users might miss information that is only available on the screen, such as the location of the speaker, or captions that give the name and job title of the person who is speaking.

Here is how to make your recorded video with audio accessible to everybody:

* either provide a narration within the soundtrack to describe important visual details that cannot be understood from the main soundtrack alone, or provide the same information in text descriptions of that video information, in the same order as the video information, to allow your users to get the same results as someone who can view the video information
* provide captions for pre-recorded audio information in videos. These can be provided as optional for those who find captions and subtitles confusing
* provide narration with the soundtrack to describe important visual details that cannot be understood from the main soundtrack alone (if the pauses in the foreground audio are too short to allow you to provide the narration, you could provide a version of the video that has additional pauses with the narration)
* provide text descriptions of the video information, in the same order as the video information, to allow your users to get the same results as someone who can view the video-only information.

You will usually be able to come up with a free or low-cost way of making the information in recorded video with audio accessible, without having to rely on technology. For example, you may be recording a video of a councillor discussing a new housing scheme, and you may use a caption to show the councillor's name. That would be a problem, because the councillor's name would not be available to people with vision impairments. It would be expensive to use video-editing technology to add extra pauses and narration to the video to add the councillor's name to the soundtrack after the recording. To avoid having to do that, you could ask the councillor to say their name while you are recording. It is important to plan for this in the script or in preparations and to highlight such no-cost accessibility requirements while writing your tender.

Recorded video without audio

For recorded video without audio, make sure that the information that is available visually is also available as text or as audio. Here is how to do it:

- If your website has recorded video-only information, either provide an audio track that gives the same information, or provide text descriptions of that information, in the same order as the video-only information, to allow your users to get the same results as someone who can view the video-only information.

2. Check your information's accessibility

When you check the accessibility of information, you are also checking the quality of information. Check the spelling, grammar, and readability of every document before you publish it.

Accessibility expertise

Someone trained in accessibility auditing will be able to give you an accurate, detailed explanation of how accessible your information is and what you can do to improve it. In some cases, you might need an accessibility expert; for example, you might need an accessibility expert to check that the sign language provided in a video is correct, or that screen reading software can interact properly with a menu in a DVD. You may find someone with the appropriate expertise from within your organisation. If not, you could contact other public bodies, or disability representative groups for guidance and advice.

If you have the expertise, you can also check your information's accessibility yourself. The "Take a quick look at your site" webpage from the National Disability Authority's website explains how to do a basic accessibility check on a webpage.

Here is the list of common errors that you or an accessibility expert should check documents for:

- lack of main headings
- misuse of sub-headings
- use of font formatting to make normal text look like headings
- words in a different language not marked as being in a different language
- unexplained acronyms or abbreviations

- images without descriptive alternative text
- use of colour alone to convey meaning
- badly written hyperlinks
- grammatical errors
- spelling errors
- empty paragraphs or headings used for formatting purposes
- lists that are not marked as lists
- empty columns in tables
- table row header cells and/or table column header cells that are not marked as header cells.

When tendering for an accessibility expert, check the expert's references and experience.

Standards

Including standards in your tenders and contracts will help you to ask for and receive the correct level of accessibility.

Make sure that any written document, audio file, video file, exercise, or game that you publish to the internet or to an intranet is accessible. The National Disability Authority's "Code of Practice on Accessibility of Public Services and Information provided by Public Bodies" mentions Level AA conformance with the "Web Content Accessibility Guidelines 2.0" from the World Wide Web Consortium.

If you print any document, make sure that the document is visually clear enough for your customers to read. Guidance on clear print design is available in the following:

- "Top tips for achieving Clear Print" from the RNIB (Royal National Institute of Blind People).
- "Clear print design checklist" on page 9 of "Make It Clear" from NCBI.
- "Make it clear" from Mencap.

3. Publish your information in formats that your audience can use

Make sure your default format is accessible

Make sure that the default format that you publish your information in is accessible. The Australian Human Rights Commission say in their "World Wide Web Access: Disability Discrimination Act Advisory Notes" that "Feedback that the Commission has received from users and web accessibility experts suggests that **traditional HTML is the most universally accessible format**." Similarly, the UK government's Central Office of Information's "Delivering inclusive websites" says, "The presentation of lengthy non-HTML documents on the Web should generally be avoided in favour of web pages."

Try to publish in more than one format

State in your tender or contract that you want to be able to publish your information in more than one format. **The more formats that you can publish your information in, the greater chance your customers have of being able to access your information.**

When you publish information to the internet, your customers will need to have software available so they can view it. Many members of the public are unable to download and install new software, or to download updates to existing software, because they do not have enough knowledge or confidence. Many employees are unable to download and install new software, or to download updates to existing software, because of network restrictions. By publishing your information in more than one format, you increase the likelihood of your customers having software that can access it.

Many organisations create most of their documents as Word documents, and then publish HTML or PDF versions of those documents. You can easily increase the accessibility of your information by publishing the original Word documents on your website, beside the HTML or PDF versions.

Assistive technology

Customers who use assistive technology can have extra challenges when they try to access your information. Sometimes the assistive technology will not work properly with certain software. For example, a customer

might have an older version of screen reader software that does not work properly with the latest software that your documents or videos need. Your customers might not be able to upgrade to newer or different assistive technology easily, because assistive technology can sometimes be expensive and complex.

Alternative formats

Make sure that your websites and publications tell your customers that you will provide the information that they want in an alternative format that is more accessible for them when requested, where practicable.

Keep a copy of the final draft

Keep a copy of the final draft of your information. That will allow you to make last minute changes if necessary, and keep the information accessible. State in your tenders and contracts that you must be able to keep a copy of the final draft.

Appendix 2: Additional guidance documents

National Disability Authority documents

- "Guidelines for Access Auditing of the Built Environment" from the NDA
  http://www.nda.ie/website/nda/cntmgmtnew.nsf/0/71BAD80838B7B0C8802570C00050DFE6?OpenDocument
- "Web accessibility auditing" from the NDA
  http://www.universaldesign.ie/useandapply/ict/webaccessibilityauditing
- "User Testing" from the NDA
  http://www.universaldesign.ie/useandapply/ict/universaldesignforict/usertesting
- "Guidelines for Public Access Terminals Accessibility" from the NDA
  http://www.universaldesign.ie/useandapply/ict/itaccessibilityguidelines/publicaccessterminals/guidelinesforpublicaccessterminalsaccessibility
- "Guidelines for Smart Card Accessibility" from the NDA
  http://www.universaldesign.ie/useandapply/ict/itaccessibilityguidelines/smartcards/guidelinesforsmartcardaccessibility/smartcardguidelines
- "Guidelines for Accessible Maritime Passenger Transport" from the National Disability Authority
  http://www.nda.ie/Website/NDA/CntMgmtNew.nsf/DCC524B4546ADB3080256C700071B049/45AA46D1F77D7EF2802576DC005C5954?OpenDocument
- "Guidelines for Purchasers of Disability Equality Training" from the National Disability Authority
  http://www.nda.ie/cntmgmtnew.nsf/0/645DE815F254418D802570C000555E0F
- "eLearning Centre" from the National Disability Authority
  http://elearning.nda.ie/

- "Building for Everyone: A Universal Design Approach" from the National Disability Authority
  http://www.universaldesign.ie/BuildingForEveryone
- "Safe Evacuation for All" from the National Disability Authority
  http://www.nda.ie/cntmgmtnew.nsf/0/BC5E9F0E705C006C8025784F003B42EE?OpenDocument
- "Guidelines for Access Auditing of the Built Environment" from the National Disability Authority
  http://www.nda.ie/cntmgmtnew.nsf/0/71BAD80838B7B0C8802570C00050DFE6/$File/access_audit_guidelines_01.htm
- "Guidelines for Application Software Accessibility" from the NDA
  http://www.universaldesign.ie/useandapply/ict/itaccessibilityguidelines/applicationsoftware/guidelines/priority-1
- "Guidelines for Telecoms Accessibility" from the NDA
  http://www.universaldesign.ie/it-accessibility-guidelines/telecoms/guidelines

Other documents

- Disability Act 2005
  http://www.oireachtas.ie/documents/bills28/acts/2005/a1405.pdf
- Code of Practice on Accessibility of Public Services and Information provided by Public Bodies
  http://www.irishstatutebook.ie/2006/en/si/0163.html
- Procurement and the Disability Equality Duty – Implications of the Disability Equality Duty for Public Procurement and the Management of Public Sector Contracts
  http://www.dotheduty.org/files/DRC_guidance_the_DED_and_procurement_Dec06.rtf
- Standardisation Mandate to CEN, CENELEC and ETSI in support of European Accessibility Requirements for Public Procurement in the Built Environment (M/420 EN) (21st December 2007)
  http://cms.horus.be/files/99909/MediaArchive/M420 Mandate Access Built Environment.pdf
- United Nations Convention on the Rights of Persons with Disabilities (13th December 2006)
  http://www.un.org/disabilities/convention/conventionfull.shtml
- Standardisation Mandate to CEN, CENELEC and ETSI in support of European Accessibility Requirements for Public Procurement of products and services in the ICT Domain (M 376 - EN) (7th

December 2005)
http://ec.europa.eu/information_society/activities/einclusion/archive/d
eploy/pubproc/eso-m376/a_documents/m376_en.pdf

- Ministerial Declaration approved unanimously on 24 November 2005, Manchester, United Kingdom
http://ec.europa.eu/information_society/activities/egovernment/docs/
pdf/manchester_declaration.pdf
- European Communities (Award of Contracts by Utility Undertakings) Regulations 2007
http://www.finance.gov.ie/documents/publications/statutoryinstrumen
ts/S.INo._50of2007.pdf
- European Communities (Award of Public Authorities' Contracts) Regulations 2006 http://www.irishstatutebook.ie/2006/en/si/0329.html
- Directive 2004/18/EC of the European Parliament and of the Council of 31 March 2004 on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts http://eur-
lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32004L0018:EN
:HTML
- "The 7 Principles of Universal Design" (copyright © 1997 NC State University)
http://www.universaldesign.ie/exploreampdiscover/the7principles
- "Summary of Sectoral Plan Targets" from the Department of Transport
http://www.transport.ie/upload/general/transport_access_22.htm
- "Rocket Surgery Made Easy — The Do-It-Yourself Guide to Finding and Fixing Usability Problems" by Steve Krug
http://www.rocketsurgerymadeeasy.com/
- "Usability Testing" webpages from the U.S. Department of Health & Human Services
http://www.usability.gov/methods/test_refine/learnusa/
- EU Buses and Coaches Directive (Directive 2001/85/EC Of The European Parliament And Of The Council of 20 November 2001 relating to special provisions for vehicles used for the carriage of passengers comprising more than eight seats in addition to the driver's seat, and amending Directives 70/156/EEC and 97/27/EC) http://eur-
lex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:2001L0085:
20070101:EN:PDF

- Rail Vehicle Accessibility (Non-Interoperable Rail System) Regulations 2010
  http://www.legislation.gov.uk/uksi/2010/432/pdfs/uksi_20100432_en.pdf

- Regulation (EC) No 1107/2006 Of The European Parliament And Of The Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air
  http://www.aviationreg.ie/_fileupload/Image/PRM_1_Reg_1107_2006.pdf

- "National Vehicle Standards" from the Commission for Taxi Regulation
  http://www.taxiregulator.ie/files/publications/National_Vehicle_Standards_Requirements_November-2007.pdf

- The National Adult Literacy Agency's "Plain English guidelines at a glance"
  http://www.nala.ie/sites/default/files/documents/cmcnally/Plain%20English%20guidelines%20at%20a%20glance.pdf

- "Checklist for documents" from the National Adult Literacy Agency
  http://www.nala.ie/sites/default/files/documents/cmcnally/A plain English checklist for documents.pdf

- "Checklist for forms" from the National Adult Literacy Agency
  http://www.nala.ie/sites/default/files/documents/cmcnally/A plain English checklist for forms.pdf

- "Clear print design checklist" on page 9 of "Make It Clear" from NCBI http://www.ncbi.ie/files/Make_It_Clear_NCBI.doc

- "Make It Clear" from Mencap
  http://www.mencap.org.uk/displaypagedoc.asp?id=1579

- "Web Content Accessibility Guidelines (WCAG) 2.0" from World Wide Web Consortium http://www.w3.org/TR/WCAG/

- "Part M - Access and Use (2010)" from the Department of the Environment, Community and Local Government
  http://www.environ.ie/en/Publications/DevelopmentandHousing/BuildingStandards/FileDownLoad,24773,en.pdf

- "BS 8300:2009+A1:2010 Design of buildings and their approaches to meet the needs of disabled people. Code of practice" from the British Standards Institution
  http://shop.bsigroup.com/en/ProductDetail/?pid=000000000030217421

- "How to Make Presentations Accessible to All [Draft for Review - updated 24 May 2010]" from the World Wide Web Consortium's

(W3C) Web Accessibility Initiative (WAI)
http://www.w3.org/WAI/training/accessible

- "Requirements for Meeting and Training Rooms" from Industry Canada http://www.apt.gc.ca/ap11120e.asp?pId=574

- "NDA's Policy Advice Paper to the Value for Money and Policy Review of Disability Services" from the National Disability Authority http://www.nda.ie/cntmgmtnew.nsf/0/F1D157570980DF218025777810 0507AD0/$File/Value_For_Money.pdf

- National Public Procurement Policy Unit's Capital Works Management Framework Guidance Note 1.1, "Project Management" http://www.constructionprocurement.gov.ie/CWMFDocs/GN/GN_1. 1.dot

- National Public Procurement Policy Unit's Capital Works Management Framework Guidance Note 1.2, "Project Definition and the Definitive Project Brief" http://www.constructionprocurement.gov.ie/CWMFDocs/GN/GN_1. 2.dot

- National Public Procurement Policy Unit's Capital Works Management Framework Guidance Note 1.3, "Budget Development" http://www.constructionprocurement.gov.ie/CWMFDocs/GN/GN_1. 3.dot

- National Public Procurement Policy Unit's Capital Works Management Framework Guidance Note 2.1, "Design Development Process" http://www.constructionprocurement.gov.ie/CWMFDocs/GN/GN_2. 1.dot

- The Citizens Information Board's "Accessible information for all (2009)"

  - Fact Sheet 5, "Providing your information in different formats" http://www.citizensinformationboard.ie/publications/advocacy/social _access_info_5.0.html

  - Fact Sheet 7, "Making face-to-face and telephone-based information accessible" http://www.citizensinformationboard.ie/publications/advocacy/social _access_info_7.0.html

  - Fact Sheet 9, "Making your events and meetings accessible" http://www.citizensinformationboard.ie/publications/advocacy/social _access_info_9.0.html

- "Part M - Access and Use (2010) - Flowchart" for "Application of Part M 2010 to existing buildings other than dwellings" from the

Department of the Environment, Community and Local Government
http://www.environ.ie/en/Publications/DevelopmentandHousing/BuildingStandards/FileDownLoad,24900,en.pdf

- "Advice Series: Access – improving the accessibility of historic buildings and places" from the Department of Arts, Heritage and the Gaeltacht
http://www.ahg.gov.ie/en/Publications/HeritagePublications/BuiltHeritagePolicyPublications/Access%20-%20improving%20the%20accessibility%20of%20historic%20buildings%20and%20places%20(2011).pdf

- "Code of Practice on Accessible Heritage Sites" from the National Disability Authority
http://www.nda.ie/cntmgmtnew.nsf/0/34DFADB11792C0068025796B00370FA5?OpenDocument

- "Road and Street Design for All" from Kildare County Council
http://kildare.ie/CountyCouncil/CorporateAffairs/Access/InformationPublications/RoadandStreetDesign/

- "BS 8878:2010 Web accessibility. Code of practice." from the British Standards Institution
http://shop.bsigroup.com/en/ProductDetail/?pid=000000000030180388

- "Accessible Rich Internet Applications (WAI-ARIA) 1.0" from the World Wide Web Consortium http://www.w3.org/TR/wai-aria/

- "Authoring Tool Accessibility Guidelines (ATAG) 2.0" from the World Wide Web Consortium http://www.w3.org/TR/ATAG20/

- "The Ombudsman and the Disability Act 2005" from the Office of the Ombudsman
http://www.ombudsman.gov.ie/en/InformationLeaflets/TheOmbudsmanandtheDisabilityAct2005/

- "Take a quick look at your site" from the National Disability Authority
http://www.universaldesign.ie/useandapply/ict/webaccessibilityauditing/takeaquicklookatyoursite

- "The Australian Government's study into the Accessibility of the Portable Document Format for people with a disability"
http://www.finance.gov.au/publications/pdf-accessibility-study/

- "Delivering inclusive websites" from the Central Office of Information (UK) http://www.coi.gov.uk/guidance.php?page=137

Appendix 3: Venue Checklist

Based on booklet 9, "Planning and Policy", of "Building for Everyone: A Universal Design Approach"

- The organiser has visited the venue to establish whether the venue is suitable, the facilities and provision is made for people with disabilities and any potential access problems.
- There is physical access to and inside the venue.
- The venue has been subject to an accessibility audit.
- Are toilets, lifts, refreshment areas accessible to the meeting or function rooms being used for the event?
- Can delegates with mobility difficulties use the same entrance as other delegates?
- Can wheelchair users use ramped access routes independently?
- Have venue staff been trained in disability and accessibility awareness?
- Accessible car parking is available, preferably on site and close to the entrances (within 50m) for people with mobility difficulties.
- Routes and entrances from the car park are accessible with no major obstructions.
- Language support professionals have been arranged.
- The programme is structured to allow for breaks.
- Speakers have been advised to talk clearly, not too fast and to face the audience.
- Easily identified support staff are available to familiarise participants with their surroundings.
- The event area is large enough and has been arranged to allow for movement.
- The registration and event area is clearly indicated.
- Event information is made available in alternative formats.

- The stage, ramp, and podium are accessible to speakers with disabilities.

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NDA is the independent state body providing expert advice on disability policy and practice to the Minister, and promoting Universal Design in Ireland.