Draft indicators for the Code of Practice on Accessible Public Buildings

# Indicators

An indicator is a metric by which compliance with a particular requirement can be determined. It also offers a way of tracking and measuring progress over time. The NDA monitors a public body's compliance with Codes of Practices by assessing the extent to which the agreed indicators are achieved. The NDA reports and publishes the findings. It is important to note that even where an indicator can be assessed as achieved using objective appraisal, the subjective experience of individuals in real-time may differ from this.

# Critical Indicators

Critical indicators compliance with mandatory requirements, meaning that these are requirements that **shall** be applied or carried out in order to achieve the goals of the Code of Practice.

## Sections 3-7 of the Code of Practice: Elements of the building

Goal: The public building is designed, managed and maintained to be accessible in accordance with Part M of the Building Regulations.

1. The public body can confirm compliance with Part M of the Building Regulations for all its public buildings. The public body has ensured:
2. The principal public entry point to the public building, and the route to this location, is designed, managed and maintained to be accessible, including:

* parking facilities
* set-down areas
* the approach (ground surfaces, access routes, lighting, ramps, steps and handrails)
* entry and exit points
* entrance lobbies
* entrance doors (power operated or automatic doors are generally more accessible than manual operated entrance doors).
* access routes between buildings when external circulation is required between them

1. Way finding on the approach to, and within the public building is designed, managed and maintained to be accessible.
2. The circulation routes within the public building are accessible.

Including:

* reception areas and desks
* waiting areas and internal lobbies
* corridors and passageways
* vertical circulation routes (steps, stairs, lifts, ramps)
* internal doors

1. The internal environment of a public building is appropriately designed, managed and maintained to ensure accessibility.
2. Public facilities are designed, managed and maintained to be accessible.

Including:

* adequate provision of conveniently located accessible toilets
* provision of changing places toilets (where applicable)
* provision of accessible public refreshment facilities (where applicable)

# Important indicators

Important indicators have been developed to determine performance in relation to actions that are recommended, meaning that these actions **should** be applied or carried out in order to achieve the goals of the Code of Practice. If the assessment of these indicators demonstrates that these actions are not being addressed, the public body should have an equivalent alternative or a justification why it is not possible to address them.

## Section 1: Planning for Accessibility

Goal: The public body should have access as an ongoing priority and make a clear commitment to ongoing improvement to accessibility by integrating accessibility for the public buildings into its business, work and customer service plans.

1. The public body has allocated responsibility for meeting the obligations under Section 25 of the Disability Act to a named member of the Senior Management Team.
2. The public body has published their access improvement plan for meeting the obligations and requirements of Section 25 of the Disability Act in a prominent place on their website. The access improvement plan will:

* describe measures for achieving and maintaining accessibility in the public buildings
* outline a clear programme for the required works, with consideration of the prioritisation of the different works needed with respect to the buildings use, level of accessibility, and budget,
* incorporate maintenance and management procedures,
* present clear procedures for reviewing and updating the access improvement plan according to progress or change,
* be clearly informed by engagement with persons with disabilities.

1. The public body has an up to date register of their public buildings for which Section 25 of the Disability Act applies under the definition set out in Section 25 (6) of the Act.
2. The public body has carried out access audits on the buildings they prioritised based on the buildings use and existing level of accessibility.
3. The public body has engaged with Disability Persons Organisations (DPOs) and users with a range of disabilities with regards to the accessibility of their buildings.
4. The public body, when undertaking any works to the building have clearly addressed Part M requirements for access and use, as well as universal design principles and guidance within their design briefs and project plans.
5. The public body has addressed accessibility in all procurement documentation, as appropriate, and reference relevant standards.

* Public bodies have accessibility as a key criterion for procuring relevant services to carry out works on the built environment.

1. The public body has provided disability awareness training to all staff (contracted and voluntary) have disability awareness training which includes the accessible management procedure of the building.

* Employees should undertake the NDA e-learning module on disability awareness or equivalent.

## Section 2: Pre-visit information

Goal: The public body should provide pre-visit information about the accessibility of its public buildings. This information is available through multiple means of communication.

1. The public body has information on their website about the accessibility of the building that encompasses the user’s entire journey in visiting the building and in accessing services. Information provides details of:

* the location of the building,
* an explanation of the site layout, and
* details of accessible features and non-accessible features regarding:
* building approach and entry
* wayfinding
* circulation within the building
* internal environment
* facilities (toilets and cafes)
* programmes, meetings, exhibitions and events
* emergency egress.

## Section 8: Programmes, meetings, exhibitions and events

Goal: Programmes, meetings, exhibitions and events organised by a public body are accessible and remain accessible.

1. The public body provided contact details of a member of staff in the pre-visit information and invitations for events who can be contacted by people with disabilities to answer queries about accessibility, and to who a request can be made for supports that will help people access the event.

## Section 9: Emergency Egress

Goal: The public body has a plan in place to ensure that all persons can safely evacuate to a place of safety at all times, as required by relevant legislation. The plan is backed up by trained staff, to cater for the safe and dignified egress of persons with disabilities and to assist them in the event of an emergency departure.

1. The public body has an evacuation plan to ensure the safe and dignified emergency evacuation to a place of safety of members of the public with disabilities who are visiting the building. The evacuation plan, also known as a General Emergency Evacuation Plan (GEEP), should include:

* Named staff member(s), and their roles and responsibilities for evacuations (including leave cover arrangements)
* Assistance Methods/Techniques
* Equipment
* Emergency Evacuation Procedure(s): (a step-by-step guide, from alarm to safety, of the evacuation procedures from different floors and buildings)
* Evacuation Route(s): (preferably with diagrams)

## Section 10: Management and Maintenance

Goal: A public body should have management and maintenance procedures in place for its buildings that integrate accessibility.

1. The public body has integrated accessibility into the management and maintenance policies and procedures of their building to include:

* protocols that involve checking the accessibility of the building on a regular basis.
* Practical measures through providing building management solutions when a building is not fully accessible and it is not possible to make physical alterations at that time, so that people with disabilities can access services.
* Procedures and maintenance contracts for when access equipment, such as lifts, are out of order that ensures their prompt repair.
* Procedures to make the public aware of out of service equipment through multiple means of communication and a timeframe for its return to service.
* User facing staff members are familiar with the accessibility of the building and know the contact details of the access officer if this information is ever requested.

1. The public body has published clear procedures on how to make a complaint under the Disability Act 2005 and the process for investigations (outlined within the Disability Act) in a prominent location on the public body’s website.
2. The public body has a record of accessibility issues identified through feedback and complaints and has a work plan to resolve the issues which shows clear prioritisation, rationale and timeframes.