

BS 8300-1:2018



BSI Standards Publication

Design of an accessible and inclusive built environment

Part 1: External environment — Code of practice

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Foreword

Publishing information

This part of BS 8300 is published by BSI Standards Limited, under licence from The British Standards Institution, and came into effect on 31 January 2018. It was prepared by Technical Committee B/559, *Access to buildings for disabled people*. A list of organizations represented on this committee can be obtained on request to its secretary.

Supersession

Together with BS 8300-2, this document supersedes BS 8300:2009+A1:2010, which is withdrawn.

Relationship with other publications

BS 8300 is published in the following parts:

- Part 1: *External environment – Code of practice*;
- Part 2: *Buildings – Code of practice*.

Information about this document

A full revision of BS 8300:2009+A1:2010 has been undertaken. The principal change is to divide the document into two parts, as described below. The principal changes in respect of the external environment content are the addition of recommendations concerning:

- inclusive design;
- street design;
- public facilities includes temporary external events;
- specific locations;
- street furniture;
- external lighting;
- management issues associated with the external environment.

The recommendations for street design do not include any advice on shared space/shared surfaces, as responses to the public consultation on this edition of BS 8300-1 indicate that the subject is controversial, and further research is required before the subject can be covered in any detail in the standard.

During the revision, some changes were required to consolidate the changes made in BS 8300:2009+A1:2010, and many others to incorporate changes thought necessary by the Technical Committee following consideration of comments submitted by the public, organizations of disabled people and built environment professionals. More fundamentally, changes in the content have been necessitated by the decision to restructure BS 8300 into two parts, one to cover buildings and one to cover the external built environment. The latter incorporates material relating to the external environment that previously appeared in the original standard (e.g. parking, external ramps and external stairs), but it has also been expanded to include aspects of the wider external environment that were not covered in the original standard. These new aspects have been developed from BIP 2228.

Following the precedent established by the first edition of BS 8300, the structure of the two new parts follows the logic of the “journey sequence”, starting with the new BS 8300-1 dealing with the wider external built environment, and BS 8300-2 dealing with the building itself. In the course

of restructuring the document, the drafting panels have also taken the opportunity to update the guidance and recommendations in the light of current good practice, including a comprehensive introduction to inclusive design and its place in the wider design process, and to take into account the content of new or revised standards published since 2010.

BS 8300 no longer gives guidance on individual dwellings as this is now covered by [BS 9266](#).

The provisions in BS 8300 are based on ergonomic research conducted in 1999. The Technical Committee responsible for BS 8300 is aware of changing requirements relating to the variety of mobility aids now available and the physical space needed to use such devices, as well as the implications of the increasing use of technology and new building construction methods. However, at the time of publication of this edition of the standard, the committee does not know of any new ergonomic research on which to base changes to the space recommendations within the standard.

Many of the general access requirements of disabled children will be addressed by the recommendations in the standard. However, at the time of publication of this standard, the committee does not know of any ergonomic research that would justify any more specific recommendations being given. Detailed guidance on designing schools for disabled children and children with special educational needs is available in Building Bulletin 102 [1].

Since publication of the amended 2009 edition of BS 8300, the International Organization for Standardization (ISO) has published ISO 21542, which covers accessibility and usability of the built environment and is undergoing revision at the time of publication of this edition of BS 8300. Also, the European Commission has issued a mandate (Mandate 420) to European Standards bodies CEN and CENELEC to prepare a European Standard on accessibility requirements for public procurement in the built environment. The outcome of these processes will be taken into account in the next regular review of BS 8300.

Use of this document

As a code of practice, this part of BS 8300 takes the form of guidance and recommendations. It should not be quoted as if it were a specification and particular care should be taken to ensure that claims of compliance are not misleading.

Any user claiming compliance with this part of BS 8300 is expected to be able to justify any course of action that deviates from its recommendations.

The recommendations in this British Standard are accompanied by scene-setting commentary that places the recommendations in context for readers not familiar with the barriers experienced by disabled people when using the external environment and approaching buildings. In some instances, recommendations are quite specific; in others, they include dimensional ranges. Where dimensions and/or measurements are stated, they are subject to tolerances. Dimensional ranges are intended to provide designers with some flexibility of design solution.

Presentational conventions

The provisions of this standard are presented in roman (i.e. upright) type. Its recommendations are expressed in sentences in which the principal auxiliary verb is “should”.

Commentary, explanation and general informative material is presented in smaller italic type, and does not constitute a normative element.

Where words have alternative spellings, the preferred spelling of the Shorter Oxford English Dictionary is used (e.g. “organization” rather than “organisation”).

Websites referred to in this standard were last viewed on 3 January 2018.

Contractual and legal considerations

This publication does not purport to include all the necessary provisions of a contract. Users are responsible for its correct application.

Compliance with a British Standard cannot confer immunity from legal obligations.

Particular attention is drawn to the following legislation:

- Equality Act 2010 [2];
- Building Regulations 2010 and subsequent amendments [3];
- Building (Amendment) (Wales) Regulations 2014 [4];
- Building (Scotland) Regulations 2004 and subsequent amendments [5];
- Building Regulations (Northern Ireland) 2012 and subsequent amendments [6];
- Regulatory Reform (Fire Safety) Order 2005 [7];
- Fire Safety (Scotland) Regulations 2006 [8];
- Fire Safety Regulations (Northern Ireland) 2010 [9].

Attention is also drawn to Article 9 in the UN Convention on the Rights of Persons with Disabilities, which states that appropriate measures should be taken to ensure that disabled people have access on an equal basis with others to the physical environment, transportation, information and communications, and to enable them to live independently and participate fully in all aspects of life.

Introduction

This British Standard explains how the external built environment, including streets, parks, landscaped areas, the approach to a building, and the spaces between and around buildings, can be designed, built and managed to achieve an inclusive environment. It complements and is intended to be read in conjunction with the recommendations given in BS 8300-2.

The aim of this British Standard is to give built environment, urban design and landscape professionals the information they need at the outset of a project to achieve an accessible and inclusive environment and to anticipate and overcome any restrictions and barriers that prevent any user making full and independent use of the external environment. It recognizes that everyone wishes to use the external environment in different ways, for example as residents, visitors, spectators, customers, employees, holders of public office, or participants in sports events, shows, performances and outdoor learning. Everyone, including disabled and older people with particular access requirements, should be able to enter, use and leave a building, place or space easily, comfortably and independently, including being able to escape in the event of fire or other emergency.

Previous editions of BS 8300 have advised specifically on designing for disabled people. The new BS 8300-1 explains how to design, build and manage the external environment in a way that is inclusive. Designing to address and integrate the access requirements of all people, irrespective of their personal circumstances, as part of mainstream design, and thus achieve an inclusive environment, is always preferable to designating separate or specific features.

There will be situations where features that address a particular need, such as additional grab rails, touch legible signs and assistive listening systems, might be needed to enable easy use by a disabled person. Recommendations are given on these features. However, it is recognized that there are still areas (such as specific facilities that address the requirements of people of particular faiths) where further knowledge and expertise is needed. Efforts have been made to include reference to people's neurological requirements in this revision and extension of BS 8300; however, further work is required in this area.

Where access is available as a right, for instance on countryside paths and bridleways, this standard applies to all interventions which affect the physical condition of a right of way, for instance, if a gate or stile is provided or a constructed surface applied to a route. It is also expected to be of use to those with management responsibility for ensuring that public space remains inclusive and accessible over time and through change.

On nature trails, and paths in parks and gardens, where it might not be practicable to adhere strictly to the recommendations in this standard, the aim would nonetheless be to maintain as close compliance as possible.

It is advisable for the recommendations given in this standard to be applied at the earliest possible stage in the design process. It is also advisable for checks to be made before handover of a place or space to ensure that the recommended facilities have been correctly installed, and that arrangements for their continued maintenance are in place. Reference is made on occasions to ways in which management and maintenance can affect safe access and use of facilities. Good management is often vital and a prerequisite to making facilities work as they were intended. The beneficial effect of good management cannot be overemphasized.

Creating an accessible and inclusive environment is integral to the economic, social and environmental dimensions of sustainable development. Meeting the recommendations in BS 8300 can contribute to achieving sustainable development.

1 Scope

This part of BS 8300 gives recommendations for the design of the external built environment, including the approaches to buildings, to accommodate users with the widest range of characteristics and capabilities. It applies to:

- a) key external features within the curtilage of or associated with a building or group of buildings, such as parking provision, setting-down points, access routes to and around buildings, and the approaches of entrances to buildings;

NOTE 1 The recommendations in this part of BS 8300 mainly cover access in the external environment and the approaches to buildings. The standard makes reference to design of internal environments but the main recommendations for design of internal environments are given in BS 8300-2.

- b) other aspects of the external environment such as street design, landscaping, way-finding and information, horizontal and vertical movement, and public facilities.

The recommendations given in this part of BS 8300 apply largely to new developments, but can also be used when assessing the accessibility and usability of the existing external environment and, where practicable, as a basis for its improvement. The extent to which the recommendations apply to scheduled monuments, registered parks and gardens, registered battlefields and conservation areas is determined on a case-by-case basis.

NOTE 2 This part of BS 8300 does not give recommendations for the management and maintenance of external environments, but a list of issues to be considered is given in [Annex A](#).

This part of BS 8300 does not apply to individual dwellings.

NOTE 3 Individual dwellings are covered by [BS 9266](#).

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes provisions of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

Standards publications

[BS 6180:2011](#), *Barriers in and about buildings — Code of practice*

BS 8300-2, *Design of an accessible and inclusive built environment — Part 2: Buildings — Code of practice*¹

[BS 9266:2013](#), *Design of accessible and adaptable general needs housing — Code of practice*

[BS EN 81-20](#), *Safety rules for the construction and installation of lifts — Lifts for the transport of persons and goods — Part 20: Passenger and goods passenger lifts*

[BS EN 1991-1-1](#), *Eurocode 1 – Actions on structures — Part 1-1: General actions — Densities, self-weight, imposed loads for buildings*

[BS EN 12414](#), *Vehicle parking control equipment — Pay and display ticket machine — Technical and functional requirements*

Other publications

[N1] DEPARTMENT FOR TRANSPORT. *Guidance on the use of tactile paving surfaces*. London: DFT, 2002.

¹ This part of BS 8300 also gives informative references to BS 8300-2:2018.

3 Terms and definitions

For the purposes of this part of BS 8300, the following terms and definitions apply.

3.1 access

approach, entry, internal movement or exit, including in cases of emergency

3.2 accessible

capable of being independently accessed and used

3.3 accessible route

any route that is used to access and use a place or space, including streets, parks and landscaped areas, to approach a building, or to move between buildings

3.4 blister pedestrian crossing surface

form of tactile paving whose surface has parallel rows of flat-topped blisters (domes) to warn people who are blind or partially sighted of the proximity of a carriageway at pedestrian crossing points and other access points to a carriageway

NOTE The paving is installed at the dropped kerbs of both controlled and uncontrolled crossings. The colour of the paving is red for controlled crossings (e.g. signal-controlled and zebra crossings) and generally buff at other crossings.

3.5 corduroy hazard warning surface

form of tactile paving, the surface of which has raised ribs to warn people who are blind or partially sighted of a potential hazard ahead

NOTE The ribs, spaced at 50 mm centres, are installed at right angles to the direction of travel.

3.6 desire line

shortest or most easily navigated pedestrian route between an origin and a destination

3.7 illuminance

amount of light falling on a surface, measured in lumens per square metre (lm/m²) or lux (lx)

3.8 inclusive design

approach to the design of the environment, including buildings and their surrounding spaces, and managed and natural landscapes, to ensure that they can be accessed and used by everyone

3.9 lifting appliances

3.9.1 conventional passenger lift

lifting appliance within the scope of [BS EN 81-20](#), operating at speeds greater than 0.15 m/s, for any travel distance, and intended for the transport of persons or persons and goods

NOTE Such lifts are designed to meet the requirements of the Lifts Regulations 2016 [10].

3.9.2 slow speed lift

vertical lifting appliance with enclosed carrier, operating at speeds not greater than 0.15 m/s, and intended for use by persons, including disabled persons

NOTE Such lifts are designed to meet the requirements of the Supply of Machinery (Safety) Regulations 2008 [11].

3.10 light reflectance value (LRV)

total quantity of visible light reflected by a surface at all wavelengths and directions when illuminated by a light source

NOTE Surfaces that differ sufficiently in LRV can be distinguished from one another by people who are blind or partially sighted (see [Annex B](#)).

3.11 manifestation

permanent markings or features within areas of full-height transparent glazing, glazed walls or screens, fully glazed doors or glass doors, which help to prevent collisions by making the glazing more visible to users

3.12 orientation

relative physical position or direction of someone or something

3.13 ramps, steps and stairs

3.13.1 flight

continuous series of steps or continuous ramp between two landings

3.13.2 going

horizontal distance between two consecutive nosings, measured along the walking line; horizontal distance between each end of a ramp

3.13.3 handrail

component of stairs, steps or ramps that provides guidance and support at hand level

NOTE A handrail might form the top rail of guarding (balustrading), be supported independently from guarding or be supported from a wall.

3.13.4 landing

level platform or part of a floor at the end of a flight of steps or a ramp flight or slope

3.13.5 level

gradient not steeper than 1:60

3.13.6 nosing

front edge portion of a tread and riser or landing and riser

3.13.7 ramp

one or more inclined surfaces with a gradient between 1:20 and 1:12

3.13.8 rise

<of stairs> vertical distance between the horizontal upper surfaces of two consecutive treads, or between a tread and a floor or a tread and a landing

<of ramps> vertical distance between each end of a ramp flight

3.13.9 riser

vertical component of a step between one tread and another or a landing above or below it

3.13.10 slope

inclined surface with a gradient steeper than 1:60 and shallower than in 1:20

3.13.11 stair width

surface width of a stair on plan perpendicular to the walking line of a stair

NOTE Measured to the face of the enclosing wall, string, balustrade or upstand, whichever is closer to the walking line.

3.13.12 tread

horizontal component of a step

3.14 tactile paving

profiled paving surface which is part of a national system providing guidance or warning to people who are blind or partially sighted

NOTE 1 The most common forms of tactile paving are blister pedestrian crossing surface (see 3.4) and corduroy hazard warning surface (see 3.5).

NOTE 2 The national system is set out in Guidance on the use of tactile paving surfaces [N1].

3.15 unisex

<of sanitary accommodation> designed for use by all, with or without assistance

3.16 visual contrast

perception of a difference visually between one surface or element and another by reference to their light reflectance values (LRV)

NOTE Guidance on LRVs is given in Annex B.

3.17 way-finding

means of ensuring that someone can find their way, avoid obstacles, and know when they have reached their destination

4 Integrating inclusive design principles into the development process

COMMENTARY ON CLAUSE 4

An inclusive environment recognizes and accommodates differences in the way people use the built environment. It facilitates dignified, equal and intuitive use by everyone. It does not physically or socially separate, discriminate or isolate. It readily accommodates and welcomes diverse user requirements – from childhood to adulthood through to old age, across all abilities and embracing every background, gender, sexual orientation, ethnicity, religion or belief, and culture (i.e. protected characteristics). It helps people to live independently and participate fully in all aspects of life.

An inclusive environment:

- *creates buildings, places and spaces that can be used easily, safely and with dignity by everybody;*
- *provides choice, is convenient and avoids unnecessary effort, separation or segregation;*
- *goes beyond meeting minimum standards or legislative requirements;*
- *recognizes that everyone benefits from improved accessibility, including disabled people, older people and families with children, carers, and people who do not consider themselves to be disabled.*

An inclusive environment works better for everybody, whether a place is a home, school, office, factory, park, street, hospital, nursing, residential or care home, bus route or train station.

It is not just disabled and older people, or families with small children who benefit from a well-designed and managed built environment – everyone benefits. Good design is inclusive design.

Achieving an inclusive environment is the responsibility of everyone who works in the built environment, from those who commission new buildings, places and spaces, to planners, designers, engineers and surveyors, and to the owners, interior designers and facilities managers responsible for the building, place or space in use. Further guidance is given in the Construction Industry Council's advice on achieving an accessible and inclusive environment entitled Essential principles for built environment professionals [12].

The Design Council, in its Inclusive Design Hub², advises that applying the following five principles of inclusive design³ from the outset of a project can help achieve an accessible and inclusive environment.

- a) *Place people at the heart of the design process.*
- b) *Acknowledge diversity and difference.*
- c) *Offer choice where a single design solution cannot accommodate all users.*
- d) *Provide for flexibility in use.*
- e) *Provide buildings and environments that are convenient and enjoyable for everyone to use.*

Integrating the principles of inclusive design into the design, development and management process from project inception to completion and occupation is critical to the achievement of an accessible and inclusive environment. Accessibility and inclusivity issues need to be addressed from the outset of any project, but this has traditionally been left to the planning application and detailed design stages, which can often result in compromises and missed opportunities for achieving social and physical inclusion.

4.1 Inclusive design strategy

COMMENTARY ON 4.1

An effective way of ensuring that the principles of inclusive design are applied and integrated from the outset of a project is by producing an inclusive design strategy. Such a strategy is an effective way of demonstrating to the client, contractor, user groups and others involved in the development of the project, how the inclusive strategic vision will be developed and implemented over the course of the project. It helps to inform the developer's initial vision, the project's strategic brief and the procurement process. It also provides the opportunity to identify people and expertise necessary to deliver an inclusive environment and to monitor consistent implementation of the principles throughout the later stages of the project, particularly if a design and access statement is needed at planning application stage and/or if an access strategy is needed at building control stage.

An inclusive design strategy should be produced at the outset of the project. The strategy should explain how the principles of inclusive design are to be addressed and implemented in the project stages shown in [Table 1](#).

NOTE The management of inclusive design is described in [BS 7000-6](#).

² See <http://www.designcouncil.org.uk/what-we-do/inclusive-environments>.

³ For further information see the CABI publication *The principles of inclusive design – They include you* [13].

Table 1 — *Inclusive design strategy*

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

4.2 Design and access statements

COMMENTARY ON 4.2

A design and access statement is a concise report accompanying certain applications for planning permission and applications for listed building consent. They provide a framework for applicants to explain how the proposed development is a suitable response to the site and its setting, and demonstrate that it can be adequately accessed by prospective users. Design and access statements can aid decision-making by enabling local planning authorities and third parties to better understand the analysis that has underpinned the design of a development proposal.

A design and access statement should be consistent with the inclusive design strategy.

It should demonstrate:

- that the applicant has thought carefully about the design of the development given its context;
- that the principles of inclusive design have been applied throughout the planning process;
- how everyone will be able to use the places and spaces that are proposed;
- what inclusive design solutions have been adopted.

It should illustrate, in drawings and text, how the proposal meets legal requirements and technical access standards, including the provisions in this British Standard. It should justify the decisions taken, especially any deviation from accepted good practice.

The level of detail in a design and access statement should be proportionate to the complexity of the application.

4.3 Access strategy

COMMENTARY ON 4.3

An access strategy can be used at building control stage to enable the applicant to clearly communicate to the building control body how their chosen approach meets the accessibility requirements of the likely end users of a building, place or space. It also provides the opportunity to demonstrate compliance with this British Standard and with the initial inclusive design strategy developed at the outset of the project.

An access strategy should be consistent with the project's original inclusive design strategy and, where applicable, with the design and access statement. It should explain the approach to inclusive design to be adopted in the detailed design and construction of the building, place or space and in any ongoing management and maintenance issues that could affect the accessibility and usability of the building, place or space (see [Annex A](#)).

Where alternative access solutions to those recommended in this standard have been proposed, the access strategy should describe how the same or improved level of access will be achieved.

NOTE 1 The access strategy could be further developed by the site operator and included in their policies, practices and procedures (including staff training and the provision of information to visitors) to show how the accessibility of the environment and its facilities will be managed and maintained, including when alterations are carried out and when procedures or tenants change.

NOTE 2 An access strategy could also be developed following an access audit of an existing space or following a major refurbishment. Under such circumstances it is accepted that it might not be possible to adapt the existing space to meet all the recommendations of this standard. However, if this is the case, the access strategy would need to explain why the standards cannot be met or why the same level of access cannot be achieved, and to identify the implications for users and what means are being provided to lessen the impact.

5 Strategic site and building layout

COMMENTARY ON CLAUSE 5

The initial master planning/outline planning permission stage allows an opportunity to assess the context of the site, its topography and whether the buildings and their approaches can be arranged in such a way as to maximize the accessibility of the development. For example, early assessment of gradients across the site, the orientation of the buildings and their entrances and their relationship with car, cycle and mobility vehicle parking, pedestrian entrances and access to public transport can dictate how accessible the development will ultimately be.

5.1 Site planning and position of buildings and other features

Buildings and other features should be positioned and organized on a site in a way that:

- a) makes optimum use of contours and levels for ease of access and egress;
- b) enables easy navigation without confusion, logically integrating way-finding and signage;
- c) makes features prominent and legible from the point of arrival at the area;
- d) prioritizes key facilities along axial routes in the area;
- e) accommodates the anticipated level and volume of use;

- f) locates means of horizontal and vertical movement appropriately;
- g) locates other facilities such as toilets appropriately;
- h) ensures that all entrances to a building are inclusive and can be easily found;
- i) locates entrances and exits, including emergency exits, to enable easy management of emergency evacuation according to anticipated numbers and diversity of need.

5.2 Navigation, orientation and way-finding

5.2.1 General

The external built environment should be designed, constructed and managed to facilitate convenient orientation and way-finding. Orientation and way-finding should be planned at the outset of a project to ensure that the arrangement of any building and its entrances on a site enable people to navigate and orientate themselves easily.

The ease of orientation in and way-finding through an area is determined by its inherent legibility (see 5.2.2), supported by information systems and signage. A way-finding strategy (see 5.2.4) should be developed as part of the inclusive design strategy.

5.2.2 Legibility of space

COMMENTARY ON 5.2.2

Legibility of space is the degree to which a place has a clear image and is easy to understand. It includes recognizable routes, intersections and landmarks to help people find their way around.

Visual clutter can be defined as a visually chaotic scene, caused by the inclusion of multiple elements of street furniture without consideration of the overall scene, which can detract from the overall legibility of the environment. Street furniture contributing to visual clutter can include (but is not limited to) such items as lighting or CCTV columns, signage, litter bins, pedestrian barriers, planters, benches and bollards. Visual clutter can detract from the visual character of an area and makes it increasingly difficult to navigate an external space.

A well thought-out external space can minimize the impact of clutter through the careful location and integration of the various elements of street furniture, e.g. mounting signage and litter bins on lighting columns, or mounting lighting equipment on existing structures.

Paths, roadways and streets should be designed to provide a strong, legible framework.

Pedestrian routes should be designed to be easily identifiable, predictable and direct. Straight lines with turns of 90° are the easiest to follow and should be provided on at least one route through an area, and this should be an accessible, step-free route.

NOTE 1 Winding routes can be disorientating, increase travel distances and result in informal desire lines.

NOTE 2 Visual contrast between different surfaces can be helpful if used appropriately to signal a change of surface purpose, for example a road surface compared with a path, a cycleway compared with a bus lane. Introducing strong visual contrast for aesthetic reasons can result in the surface finish being misinterpreted.

Pedestrian paths should have a detectable demarcation which can be followed by people who are blind or partially sighted, for example a wall, building line, kerb edge, grass verge, barrier, or clearly detectable change in texture of the surface underfoot. Visual contrast should also be provided.

5.2.3 Principle of two senses

Supportive measures for information and way-finding should be provided in a format that is accessible to people with sensory impairments, according to the principle of at least two senses.

Audible, tactile, visual and other sensory information should be provided where possible.

NOTE The most common supportive measures are likely to be audible/tactile information and visual information. Different forms of sensory information are not always alternatives but can be complementary. They support people with different access requirements.

5.2.4 Way-finding

Way-finding should use spatial, physical and environmental clues to help people plan and navigate moving from one place to another. Appropriate way-finding clues should be incorporated which could include, but are not limited to:

- a) architectural clarity, for example:
 - logical arrangements and clear identification of routes, entrances and elements;
 - clearly detectable paths:
 - landmarks;
 - zones;
- b) graphic communication, for example:
 - signs;
 - information;
 - maps and directories;
- c) tactile communication, for example:
 - embossed signage;
 - Braille signage;
 - tactile paving;
 - changes in level and kerb upstands;
 - tapping rails;
- d) audible communication and sounds, for example:
 - talking signs;
 - announcement systems;
 - fountains/water features when in operation;
 - changes in walking surface;
 - the proximity of buildings and gaps between buildings;
 - traffic noise;
 - acoustics that support clear interpretation of sound and speech;
 - way-finding instructions based on app-based GPS navigation;
 - audio descriptive way-finding information;

NOTE 1 Some guidance on audio descriptive way-finding information can be found in the VocalEyes publication Museum access information guidelines 2016 [14].

- e) visual communication, for example:
 - visual clarity in terms of colour and contrast;
 - good lighting that avoids excessive reflections, glare, and shadowing;

- clarity of text and symbols;
- f) the use of personal navigation systems, for example:
 - mapping and memory;
 - global positioning systems (GPS);
 - apps on personal mobile devices.

NOTE 2 Personal navigation systems can be very useful for some people but not all people can use these consistently and reliably to find their way. They can also be problematic in built-up urban areas.

NOTE 3 Features such as plants and water features which can change according to day, time, season, etc. cannot be relied on but can provide additional way-finding clues. Similarly, some plants, and buildings such as bakeries, can provide scent clues; these can also change according to day, time, season, etc., and not all people can consistently detect a change in smell, but again this can be a useful additional clue for some people. Refer to Sensory Trust publications and website (<http://www.sensorytrust.org.uk>) for more information.

Signage should be in accordance with [8.3](#) and lighting with [Clause 11](#).

NOTE 4 Signage types used to support way-finding include information, directional, identification (location/arrival), and safety (fire and mandatory) signage.

NOTE 5 Environments under development might need to take account of changes in routes through the location as development progresses, and way-finding signage might need to be emphasized accordingly.

6 Arriving at a destination

COMMENTARY ON CLAUSE 6

Using public transport, car/cycle parking, setting-down and picking up are important activities for anyone at the beginning or end of journeys. Car parks can be open or multi-storey; setting-down and picking-up points can be on- or off-street; journeys can end inside a garage or an enclosed parking space. The external environment has to be designed to allow people to access public and private transport.

In some instances, a person might need to manoeuvre a powered wheelchair or electric mobility scooter through the rear or side entrance of a vehicle, requiring a larger than standard designated accessible parking space.

It is important that car/cycle park entry and payment equipment is accessible to, and usable by, all people. Drivers, whether disabled or not, expect to use many types of equipment without leaving their vehicle. Alternatively, where parking facilities are staffed, entry can be facilitated by management, e.g. by showing a Blue Badge permit.

After parking a vehicle, people need to be made aware of the accessible route away from their parking space to the exit, this route being demarcated from any vehicular or cycle route.

6.1 Setting-down and picking-up points

COMMENTARY ON 6.1

The driver of a vehicle (alone or accompanied) or a passenger might be a disabled person and might need to enter or leave the vehicle using a transfer hoist or a side or rear ramp; when used, hoists are semi-permanently attached to the vehicle. Alternatively, it might be necessary for an assistant to alight from a vehicle first, then assist a disabled companion to do the same. When picking up, a companion might need to park temporarily to escort a disabled person who is waiting inside premises to the vehicle.

A designated setting-down point or picking-up point, suitable for disabled passengers, should be provided on firm and level ground, close to the accessible entrance to a building. Its location should

be clearly indicated. This setting-down point should be provided in addition to designated accessible parking spaces and taxi waiting zones. If feasible, a short-term waiting area for drivers of vehicles picking up disabled passengers or a disabled driver waiting for passengers should also be provided.

NOTE 1 Depending on the nature of the building, the designated setting-down point might need to accommodate minibuses and other larger vehicles that use hoists, ramps or tail-lifts.

Setting-down points should have dimensions of not less than 9 m × 3.6 m as shown in [Figure 1](#). If the setting-down point is covered, the ceiling height above the vehicle surface should be at least 2.6 m.

Dropped kerbs should be in accordance with [Figure 2](#).

The surface of the access route, alongside a setting-down point, should be level to allow convenient transfer into and from a wheelchair.

NOTE 2 It is desirable for setting-down and picking-up points to have their kerb heights coordinated with local licensed vehicles to ensure that ramps are safe and at a suitable gradient.

If feasible, a setting-down point should be covered to provide protection from the weather.

Where all car parking is within the building itself, setting-down points should be provided adjacent to an accessible route to the principal entrance.

Figure 1 — Setting-down points

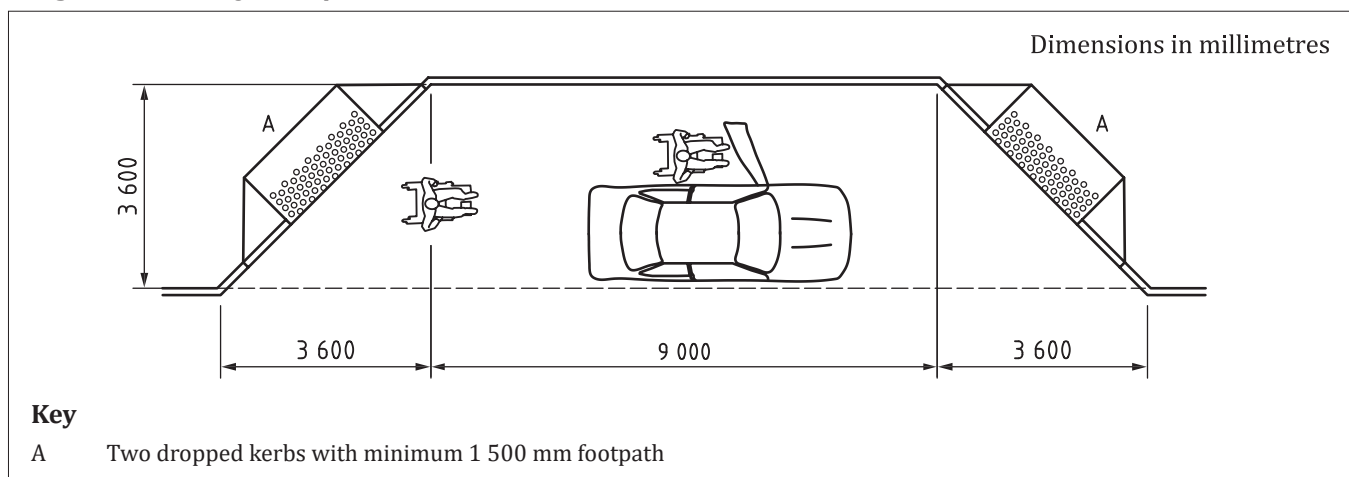
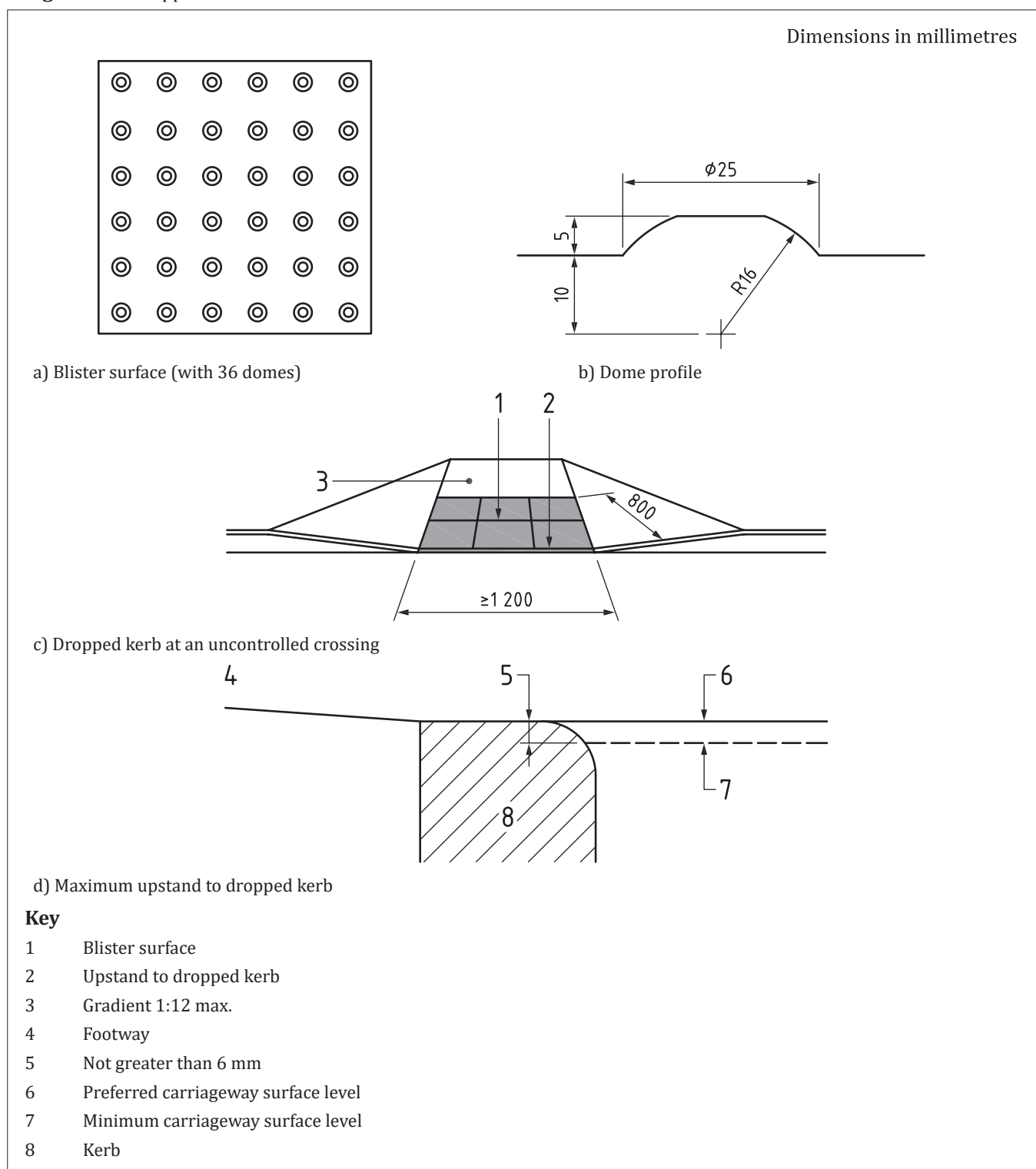


Figure 2 — *Dropped kerbs*

6.2 Public transport infrastructure

NOTE Further information on public transport infrastructure is given in Inclusive mobility – A guide to best practice on access to pedestrian and transport infrastructure [15].

6.2.1 All transport modes

Real-time information about routes and departures should be provided in both visible and audible formats (including assistive listening systems), both at stops and on the vehicle.

Ticketing facilities should be accessible to all users (see also [7.11.3](#)).

6.2.2 Bus stops

Bus stops should conveniently serve key facilities and services by being located within a reasonable walking distance. They should be adjacent to, but not obstructing, pedestrian routes; and pedestrians should have access to and from the bus stop without crossing cycle routes, including where these run between the pedestrian route and the vehicle carriageway.

Kerb heights at bus boarding points should be designed to minimize the vertical stepping distance for users and lessen the resulting gradient for any ramps used for wheelchair and mobility aid users, and should be aligned with any local vehicle requirements. The bus boarding point should be designed to allow the bus to stop as close as possible to the kerb alignment to reduce the horizontal stepping distance.

The unobstructed boarding area at the stop (onto which the ramp is lowered) should be 2 000 mm × 2 000 mm.

6.2.3 Tram platforms

New tram systems should be accessible and inclusive.

Platforms at the tram stop should provide step-free access and incorporate the correct type and layout of tactile paving in accordance with *Guidance on the use of tactile paving surfaces* [N1].

6.2.4 Bus/tram shelters

COMMENTARY ON 6.2.4

The recommendations given in this subclause provide an absolute minimum standard. More detailed guidance is given in Inclusive mobility – A guide to best practice on access to pedestrian and transport infrastructure [15]. In particular, adequate provision needs to be made for wheelchair users and people using other mobility aids, including assistance dogs.

The locations and circumstances in which shelters are provided vary considerably, and this should be taken into account when determining the precise design to be used.

Shelters should be positioned such as not to reduce the access route width below that recommended in [8.1.2](#).

Shelter structures should contrast visually with the background against which they are seen, and where full height glazing is provided, this should be clearly highlighted with a manifestation. This manifestation should be a minimum of two colours which contrast visually with each other and their backgrounds under both natural and artificial lighting conditions. It should be located within two zones, from 850 mm to 1 000 mm from ground level and from 1 400 mm to 1 600 mm from ground level.

NOTE 1 Suitable manifestation is likely to take the form of a continuous or broken line, sign, logo or patterning on the glass that covers at least 10% of the glazing area within each zone.

Shelters should provide suitable weather protection for users. The minimum extent of the weather protection they provide should be at least 1 200 mm deep for open shelters and 1 500 mm for shelters enclosed on all sides. All shelters should provide an unobstructed turning space (clear of any seating) of 1 500 mm × 1 500 mm.

Where seating is provided to bus shelters it should be usable for a variety of people and should therefore incorporate arm rests and back support (see [10.7](#)).

The design of a shelter should not obscure the view of approaching vehicles or traffic.

Bus and tram stops and shelters should be well lit with sufficient illumination to enable reading. Route information should be provided for passengers which includes:

- route number/name;
- pictogram of a bus or tram (as applicable);
- direction of travel towards (name of next town/principal destination);
- contact details for information and assistance.

Information displays should be made of non-reflective materials, and should be designed to take account of:

- viewing distance in relation to text sizes;
- display heights suitable for seating and standing.

Where real-time information is provided, the screen should be shielded from direct sunlight and reflective surfaces.

NOTE 2 Visual displays of expected arrival times of buses at stops, destinations served and any delays are helpful for all passengers but particularly so for Deaf and hard of hearing people. Audible information systems can assist people who are blind and partially sighted, and people who have sensory/neurological processing difficulties. See also [5.2.3](#).

7 Parking provision

COMMENTARY ON CLAUSE 7

Parking for cars and other vehicles needs to cater for a range of activities and people, including residents, staff, visitors, people making deliveries, etc. Any car parking provision needs to accommodate designated spaces for disabled people, including wheelchair users. This can be on-street parking where vehicles are parked parallel or at an angle to the carriageway, or part of an off-street car park.

A suitable parking scheme in terms of disabled persons' parking provision, design and location is essential to ensure that parking options and choices are provided for Blue Badge holders.

Where a development is intended to rely on the provision of designated on-street Blue Badge parking spaces, distributed to minimize pedestrian travel distances to destinations, the level of provision will need to be negotiated with the local authority highways department.

To assist in minimizing the likelihood of misuse of designated accessible parking spaces and to improve the overall user experience for everyone, a range of parking spaces for a variety of specific uses could be provided in larger developments, including:

- *separately identified parent/guardian and child parking (with equivalent layout as designated accessible parking spaces), located in car parks so as to avoid users having to cross roadways;*
- *larger bays for minibuses, camper vans and cars with caravans or trailers – especially in localities subject to tourism or where larger vehicles are expected due to the service or facilities which the parking spaces serve;*

- *extra-wide general purpose parking spaces (2.5 m rather than 2.4 m) with doubled-up white lines between parking spaces to encourage cars to park clear of pedestrian access to vehicles.*

Where electrical charging points are available, these can provide choice for users and can be provided to standard spaces, parent and child spaces, Blue Badge parking spaces and larger spaces.

Pedestrian crossing points with dropped kerbs and tactile (blister) paving can be provided where pedestrian routes cross roadways within car parks.

7.1 Cycle parking

Cycle parking should be located in a clearly defined area.

Cycle stands should contrast visually with the background against which they will be seen.

Cycle stands should provide ground level detection for the extent of the stand, in the form of a tapping rail for people who are blind or partially sighted navigating using a white cane, with its underside not higher than 150 mm above ground level, or similar barrier.

Where a number of cycle stands are provided, some of the cycle stands should be positioned to allow the parking of adapted cycles, which can be considerably larger than other cycles. This should be taken into account in the positioning of cycle stands clear of pedestrian route widths (see also [8.2.1.3](#)).

NOTE 1 Adapted and multi-user cycles can take many forms of varying sizes including family cycles, tandems and tricycles.

NOTE 2 Information on route design for cycles can be found in Highways England IAN 195/16 [\[16\]](#).

NOTE 3 Further information on cycle parking can be found in Chapter 8 of the London cycling design standards [\[17\]](#).

7.2 Provision of designated accessible parking spaces

Designated accessible parking spaces should be provided as a minimum in accordance with [Table 2](#). Where there is evidenced local need that a higher percentage is required, this should be provided accordingly.

Table 2 — Provision of designated accessible parking spaces

	One space for each employee who requires one	Designated spaces % of total parking spaces	Enlarged spaces (see 7.4.1) % of total parking spaces
Workplace	Yes	5	5
Educational buildings	Yes	5	5
Shopping, recreation and leisure	Yes	6	4
Transport car parks	Yes	5	5
Medical and health facilities	Yes	6	4
Religious buildings and crematoria	Yes	Min. two spaces or 6%, whichever is the greater	4
Sports facilities	Refer to Sports England guidance.		

NOTE An example of accessible parking provision for shopping, recreation and leisure is as follows:

- total number of car parking spaces = 100;
- three spaces are provided for specific disabled members of staff, leaving 97 spaces;
- 6% of remaining 97 spaces are to be designated accessible spaces = 5.82, round up to 6; and
- 4% of remaining 97 spaces are to be enlarged spaces = 3.88, round up to 4, thus providing 87 standard spaces.

7.3 Designated on-street parking

COMMENTARY ON 7.3

Some disabled people have difficulty transferring from vehicle to wheelchair or to pavement, if the pavement is above the level of the carriageway. However, wheelchair-accessible taxis and other rear- and side-entry vehicles are easier to access from a raised kerb.

Where designated on-street parking spaces are provided, they should be sited where road gradient and camber are reasonably level, e.g. 1:50. A dropped kerb (with associated blister paving) or level surface should be provided to permit convenient access from the parking space onto the pavement.

The dimensions of such parking spaces, parallel to the kerb, should be 3.6 m wide × 6.6 m long, to permit access to the rear of a vehicle to use a ramp or tail-lift and to enable the driver or passenger to alight on the side where traffic might be passing.

NOTE Further guidance is given in *Inclusive mobility – A guide to best practice on access to pedestrian and transport infrastructure* [15].

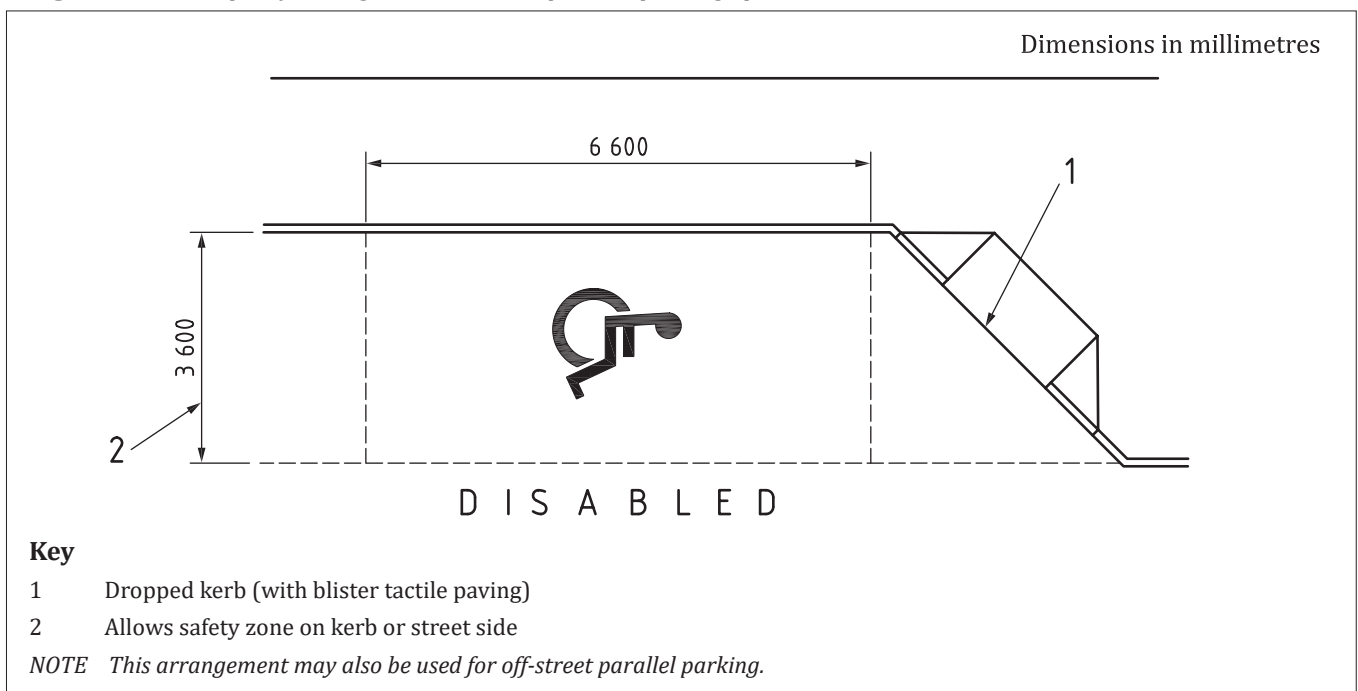
7.4 Designated off-street parking

7.4.1 General provision

Designated accessible parking spaces should be provided for all known users who are disabled motorists (driver or passenger) and for other disabled motorists visiting the building or location. Spaces designated for known users who are disabled (e.g. staff whether paid or unpaid) should be differentiated from spaces designated for other users. In addition, a number of enlarged standard spaces of 3.6 m wide × 6 m long should be provided that could be adapted to be designated accessible parking spaces.

NOTE 1 Initially, these spaces will benefit non-Blue Badge holders who need extra width to enter, or exit from, their vehicles. In the longer term they will allow for flexibility of provision to reflect the changing requirements of the building users.

Where off-street parallel designated parking spaces are provided, they should be in accordance with [Figure 3](#).

Figure 3 — Example of a designated on-street parallel parking space

Where space permits, at least one large designated accessible parking space, 4.8 m wide × 8 m long, should be provided to cater for commercial vehicles converted for side or rear access using hoists or ramps. Such spaces should follow the recommendations in [7.5](#) and [7.6](#).

Designated accessible parking spaces should be solely for the use of disabled people. If there is an evidenced need, parent and child parking spaces should be provided in addition to any other designated/assigned parking spaces.

NOTE 2 [Annex C](#) gives information on the space required to access different sized vehicles in different ways.

NOTE 3 The use of designated accessible parking spaces needs to be monitored regularly by the provider of the parking to limit misuse by non-disabled motorists and to confirm that the number of designated spaces remains appropriate for the number of disabled motorists using the building or location. In circumstances where the function of the building or location is to provide services to a population that includes a greater than normal proportion of disabled people, the number of designated parking places needs to be increased above the minimum provision, based on experience. Further information on car park management is given in [Annex A](#).

Additionally for buildings likely to be used by people with small children, for example retail and leisure facilities, some designated accessible parking spaces should be provided for motorists accompanied by a small child in a pushchair or stroller.

NOTE 4 These spaces do not necessarily need to be adjacent to the facility, provided that safe walking routes are provided.

NOTE 5 These are to be designated with a suitable parent and child sign. Such spaces are to be provided with extra room around the vehicle. This space provides additional room that is required to load the small child, associated baggage, and pushchair or stroller into the vehicle.

7.4.2 Workplaces

For workplaces where parking is provided, the minimum number of designated spaces should be one space for each employee who is a disabled motorist, plus 5% of the total visitor capacity for visiting disabled motorists subject to a minimum of two spaces.

7.4.3 Shopping, recreation and leisure facilities

For shopping, recreation and leisure facilities, the minimum number of designated spaces should be one space for each employee who is a disabled motorist, plus 6% of the total visitor capacity for visiting disabled motorists. One space should be provided for each disabled employee; 6% of the remaining spaces should be designated accessible parking spaces and 4% should be enlarged spaces.

Where on-site parking is provided, hotels or multi-occupancy buildings should have at least one designated accessible car parking space per accessible bedroom (see Note 1).

NOTE 1 In hotels or multi-occupancy buildings where space is limited, these could be enlarged standard spaces that can be reserved to provide flexible parking options with priority given to disabled motorists.

NOTE 2 Use of unoccupied designated accessible parking spaces is a matter for management control.

NOTE 3 Accessible bedrooms are defined in BS 8300-2:2018, 3.3.

NOTE 4 The numbers of designated spaces might need to be greater at venues that specialize in accommodating groups of disabled people.

7.4.4 Transport car parks

For transport car parks, the minimum number of designated accessible parking spaces should be one space for each employee who is a disabled motorist, plus 5% of the total visitor capacity for visiting disabled motorists.

Where car parking is split into short and long stay, all designated parking spaces and enlarged standard spaces should be located together, as near as feasible to the transport facility entrance.

NOTE Further guidance on car parking at railway stations can be found in Design standards for accessible railway stations [18].

7.4.5 Religious buildings and crematoria

For religious buildings, such as places of worship, and for crematoria, the minimum number of designated spaces should be two spaces or 6% of the total visitor capacity, whichever is the greater.

Car parking spaces should be provided for specialist vehicles, hearses, wedding arrivals and minibuses. Setting-down and picking-up points should be provided for community transport vehicles.

7.4.6 Sports facilities

Designated parking provision for sports facilities should be determined according to the usage of the sports facility.

NOTE 1 Detailed guidance on parking provision for sports facilities can be found in the Sport England publication Accessible sports facilities [19].

NOTE 2 Flexibility for additional temporary close-proximity parking might be required for specific events where a higher number of disabled people are likely to attend. Additional guidance on parking for temporary external events is given in Annex D.

7.4.7 Multi-occupancy residential buildings

The level of provision of designated spaces in multi-occupancy residential buildings should be in accordance with [BS 9266:2013](#), Clause 5.

7.5 Access to, and location of, designated off-street parking spaces

Designated accessible parking spaces in uncovered parking areas should be located on firm and level ground, as close as is feasible to the accessible entrance to the building with which the parking spaces are associated. Access routes to designated off-street parking spaces should be in accordance with [Clause 8](#).

The longer a pedestrian route, the greater difficulty it can present to many people. As such, designated accessible parking spaces should normally be within 50 m of an accessible entrance (see Note 2).

NOTE 1 For the purposes of this subclause, “level” is taken to mean a surface with a gradient of less than 1:60.

NOTE 2 In some circumstances, the most suitable location for designated accessible parking spaces might not be near to the building entrance, for example large sports stadia or retail developments. Where this is the case, seating at intervals not greater than 50 m along the accessible route, which is preferably covered, would make the approach to a building more manageable for disabled people.

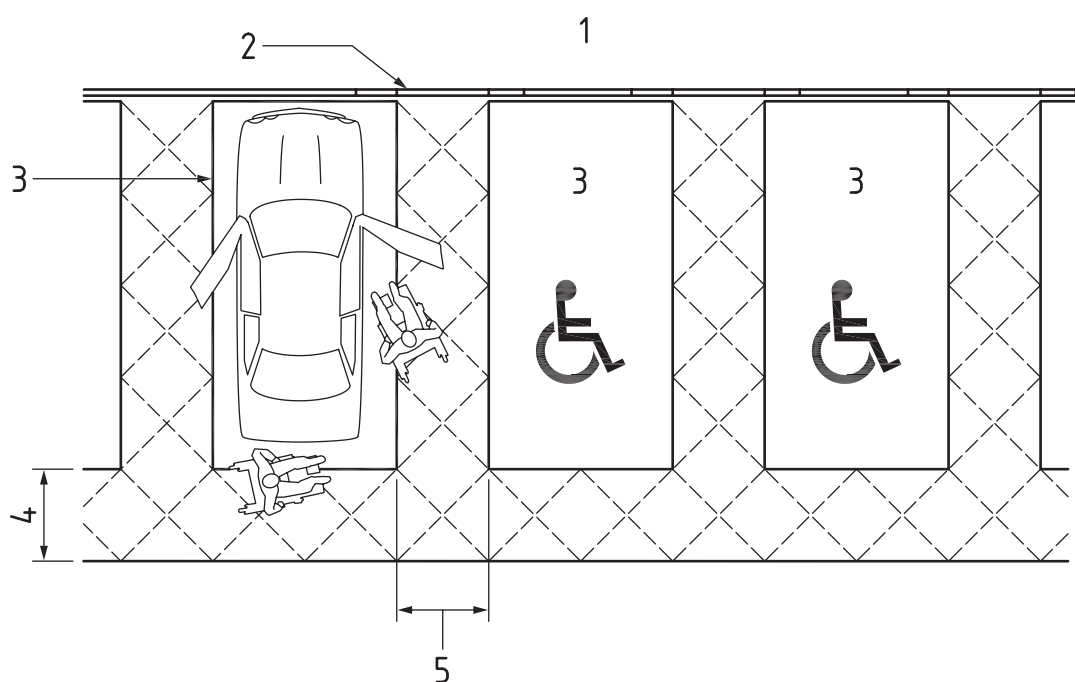
NOTE 3 In some instances, accessible parking can be distributed between the alternative accessible entrance and the main entrance even if not accessible to people who cannot negotiate steps, as some disabled people find a stepped entrance accessible.

NOTE 4 Provision of shelter from the elements when exiting or entering a vehicle is advantageous.

7.6 Design and layout of designated off-street parking spaces

Space should be available to enable a disabled motorist or passenger to open the car door fully, to get in or out of the vehicle, and to manoeuvre around vehicles that are parked perpendicular to the carriageway, as shown in [Figure 4](#).

Figure 4 — Access around designated off-street parking spaces



Key

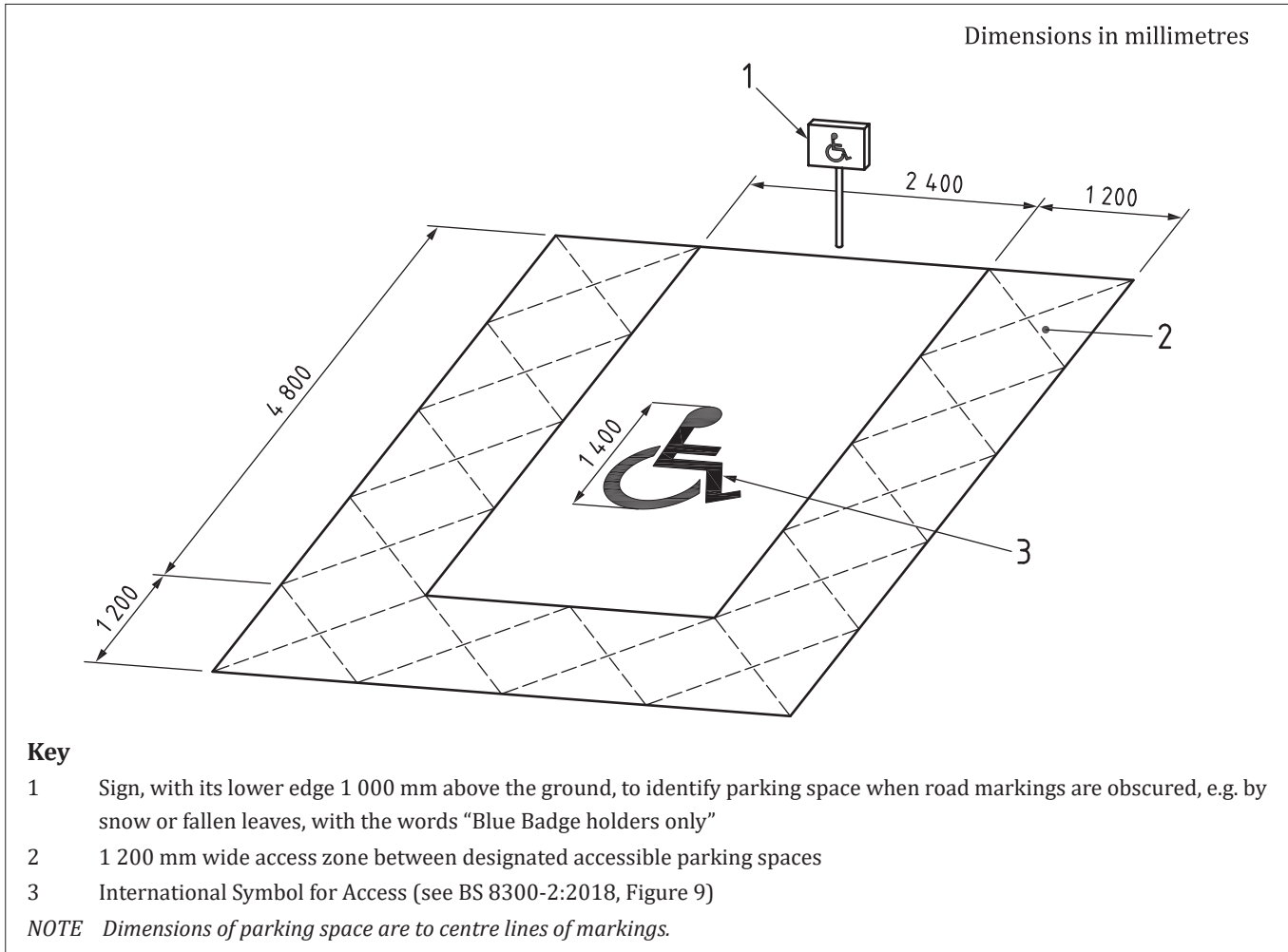
- 1 Preferred access route avoiding travel behind parked cars
- 2 Dropped kerb or level access
- 3 Standard 2 400 mm × 4 800 mm designated accessible parking space
- 4 1 200 mm wide safety zone for boot access and cars with rear hoists, outside the traffic zone
- 5 1 200 mm wide marked access zone between and at either end of designated accessible parking spaces

A zone of 1 200 mm wide should be provided between designated accessible parking spaces and between the designated spaces and a roadway (without reducing the width of the roadway) to enable a disabled driver or passenger to get in or out of a vehicle and access safely the boot, rear hoist

or rear access ramp. These zones should be marked as shown in [Figure 5](#), with durable markings contrasting visually with the surface to which they are applied.

NOTE Access to the rear or side of a vehicle by hoist or ramp requires extra space. The provision of a large designated accessible parking space 4.8 m wide × 6 m long benefits people using hoists or ramps to access their vehicles (see [7.4.1](#) and [Table C.2](#)).

Figure 5 — Markings for multiple designated off-street parking spaces



The surface of the access and safety zones of a designated off-street parking space should be in accordance with [Clause 8](#).

Access routes to and from designated accessible parking spaces should be in accordance with [Clause 6](#).

Any planting in proximity to parking spaces should be in accordance with [10.9](#).

If designated parking places are required parallel to the carriageway, they should have the dimensions and markings shown in [Figure 3](#).

Lighting at designated accessible parking spaces, and on access routes to and from the car parking space, should be in accordance with [Clause 11](#).

7.7 Multi-storey car parks

Designated accessible parking spaces should be clearly signposted. Where practicable they should be at the same level as the accessible entrance to the building or the main access route to and from the car park. If this is not feasible, a conventional passenger lift or ramp should be provided, linking

the different levels. Pedestrian ramps should be in accordance with 9.2 and lifting appliances in accordance with 9.4.

Signs should be provided, indicating the accessible route to the ticket machine, to the lift, to the storey and final exits and then, if appropriate, to the building being visited.

NOTE It is preferable for a disabled person not to pass behind a parked vehicle, other than his or her own vehicle, nor to use a vehicular route when approaching the accessible entrance to the building.

7.8 Garaging and enclosed parking spaces

Garaging and individual enclosed parking spaces for disabled motorists should be level, accessible and under cover. Vehicle access to the spaces, including the vehicular entrance and the ceiling level, should allow access to high-top vehicles and cars fitted with a roof-top hoist cabinet, permit the use of a wheelchair hoist, and have a vertical clearance of not less than 2.6 m.

A single garage or enclosed parking space for use by a motorist who is a wheelchair user should be large enough to allow the wheelchair user to turn around at the side of the vehicle, to access the rear of the vehicle and to get into and out of the space. The space available should also be sufficient to allow a non-disabled person to alight and then, if necessary, to assist a disabled companion to get out of the vehicle and into his or her wheelchair.

Where power-operated doors are fitted to the entrance of a garage or enclosed parking space, they should be operable from inside the vehicle.

The dimensions of a garage or enclosed parking space for use by a wheelchair user and an ambulant driver should be as shown in Figure 6.

Figure 6 — A garage designed for a wheelchair user and an ambulant driver

