

Guide Dogs and JMU Access Partnership

Benchmarking and Progressing Access to Facilities and Services

Carol Thomas – Guide Dogs

Caroline Lewis – JMU Access Partnership

Moving forward together



Guide Dogs



Who are we?

Guide Dogs Association

- Policy, research and campaigns
- Access and Inclusion Team
- Supports the Joint Committee on Mobility of Blind & Partially Sighted People
- Not-for-profit

Moving forward together



Guide Dogs



Who are we?

JMU Access Partnership

- Leading access consultancy
- Pan-disability
- Supported by RNIB
- Not-for-profit



Moving forward together



Guide Dogs



Ground Breaking Research

- ‘Project Rainbow’
 - Colour and Luminance Contrast
- Signage and Wayfinding
 - Talking Signage
 - Sign Design Guide
- Tactile Paving



Moving forward together



Guide Dogs



Recent Projects

- Building Occupant Interaction
- Information
- User Trials
- Benchmarking and Monitoring
- Education and Training
- Health Services

Moving forward together



Guide Dogs



Building Occupant Interaction ODPM Framework

**Signage and Wayfinding
for people with
learning disabilities**



Moving forward together



Guide Dogs



Information Resources

- Transport for London
- Partner with Reading University

User Trials

- Rotating Cones at controlled crossings
- Train station waiting room and toilet facilities

Moving forward together



Guide Dogs



Benchmarking and Monitoring

- Transport



- Facilities and Services

Moving forward together



Guide Dogs



Benchmarking and Monitoring Transport

- **Access to Air Travel**
- **Large passenger ships**
- **Customer Journey Audit -
Airports and Aircraft
Ports and Ships**
- **Monitor Progress**

Moving forward together



Guide Dogs



Benchmarking and Monitoring Facilities and Services

- Disability Rights Commission
- Establishing baseline measurements on physical access barriers to services in 4 town/city centres in Britain.
 - ‘Snapshot’ Research
 - Health, leisure, retail, local authority
 - Baseline 2004
 - Monitor Progress

Moving forward together



Guide Dogs



Education and Training

Social Inclusion through training

- **DTI Partners in Innovation**
- **Partners**
 - JMU Access Partnership (lead)
 - Royal Institute of British Architects
 - Royal Institute of Chartered Surveyors

Outcome: Framework of training resources to promote inclusive design

Moving forward together



Guide Dogs



Health Services Research

The experiences of visually impaired users of the NHS

- **Focus Groups** to define the parameters of the research
- **Interviews** with over 800 people
- **General Practice**
- **Hospital** – outpatient & inpatient services
- **Report** published 2004

Moving forward together



Guide Dogs



Health Services Research

GP Surgeries

- Pan disability audits
- Guidelines
- Three Key areas
 - Information and Communication
 - Staff Training
 - Physical environment (internal and external)

Moving forward together



Guide Dogs



Current Research

- **Pedestrian Environment**
 - Home Zones
 - Shared space in the public realm
- **Disability Equality in planning and highways**
- **Transport**
 - DDA and land based transport

Moving forward together



Guide Dogs



JMU Access
Partnership

Pedestrian Environment

- **Home Zones**
Residential areas
- **Public Realm,
High Street**



Moving forward together



Guide Dogs



JMU Access
Partnership

Pedestrian Environment

- **Home Zones - DPTAC** (Disabled Persons Transport Advisory Group)
- **Shared Space in Public Realm - Holland and UK**
 - Focus Groups
 - User trials
 - Design Workshops
 - Outcome: Guidance

Moving forward together



Guide Dogs



Disability Equality Planning & Highways

- **Disability Rights Commission**
- **Literature Review**
- **Consultation**
- **Workshops**
- **Outcome: Guidance**

Moving forward together



Guide Dogs



Transport Accessibility Standards

- **Department for Transport**
- **Guide Dogs & Human Engineering**
- **Assessment of accessibility standards for disabled people**
- **Disability Discrimination Act**

Moving forward together



Guide Dogs



Transport Accessibility Standards

- **Trains, trams, buses, coaches, taxis, private hire vehicles**
- **Infrastructure & service operation**
- **2 year project**
 - Literature Review
 - Focus Groups
 - Interviews – users & industry
 - Mystery shoppers

Moving forward together



Guide Dogs



Using Research

Our research informs

- Our policy, consultancy and training
- Government policy
- Industry standards

Moving forward together



Guide Dogs



Using Research

We maintain close links with

- National and local disability groups
- Central & local government
- Professional & Industry bodies

This enables us to

- Identify research gaps
- Assess policy trends
- Base policy & research on user experience

Moving forward together



Guide Dogs

