Guide Dogs and
JMU Access Partnership

Benchmarking and Progressing
Access to Facilities and Services

Carol Thomas – Guide Dogs
Caroline Lewis – JMU Access Partnership
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
Who are we?

JMU Access Partnership

• Leading access consultancy
• Pan-disability
• Supported by RNIB
• Not-for-profit
Ground Breaking Research

• ‘Project Rainbow’
  – Colour and Luminance Contrast
• Signage and Wayfinding
  – Talking Signage
  – Sign Design Guide
• Tactile Paving
Recent Projects

• Building Occupant Interaction
• Information
• User Trials
• Benchmarking and Monitoring
• Education and Training
• Health Services
Building Occupant Interaction
ODPM Framework

Signage and Wayfinding for people with learning disabilities
Information Resources
• Transport for London
• Partner with Reading University

User Trials
• Rotating Cones at controlled crossings
• Train station waiting room and toilet facilities
Benchmarking and Monitoring

• Transport

• Facilities and Services
Benchmarking and Monitoring Transport

• Access to Air Travel
• Large passenger ships
• Customer Journey Audit - Airports and Aircraft Ports and Ships
• Monitor Progress
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
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
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
Health Services Research

GP Surgeries

• Pan disability audits
• Guidelines
• Three Key areas
  – Information and Communication
  – Staff Training
  – Physical environment (internal and external)
Current Research

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

• Home Zones
  Residential areas
• Public Realm,
  High Street
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
Disability Equality Planning & Highways

• Disability Rights Commission
• Literature Review
• Consultation
• Workshops
• Outcome: Guidance
Transport Accessibility Standards

• Department for Transport
• Guide Dogs & Human Engineering
• Assessment of accessibility standards for disabled people
• Disability Discrimination Act
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
Using Research

Our research informs

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