

Accessible Environments



Use Guide **9** for advice on what to consider when creating accessible environments for people with a broad range of disabilities and a variety of requirements.

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The Portfolio is published as a result of collaboration with a working party, which includes specialist consultants, and aims to support the elimination of discrimination in service provision. The views expressed in these guides are not necessarily those of Resource.

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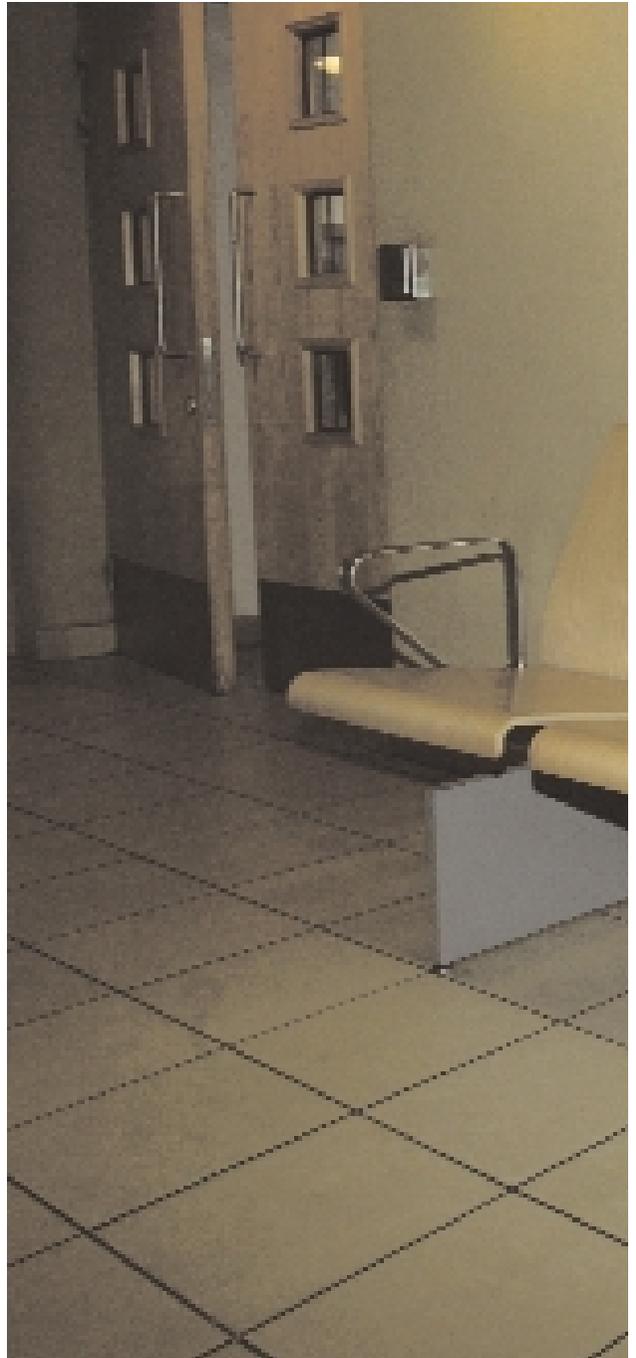
Front cover:

Access and elegance at Dulwich Picture Gallery, where there is level access and ample seating. Photo: Jonathan Goldberg

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Good seating meets the need for rest. It's also an essential space for communication, contemplation and relaxation. Photo: Jonathan Goldberg, Sunderland Museum





Introduction

Barriers to access generally occur in the physical environment when a limited view of disability is taken, the needs of disabled people are not considered, or incorrect assumptions are made about their requirements. Consider this scenario:

A deaf person who uses a hearing aid and lip reads arrives at a record office. As a new user, she has to register before she can do her research. She can't hear the instructions she is being given because there is no induction loop. The wall behind the reception desk is visually distracting because of the new patterned wallpaper and the light is poor so that she cannot focus on the receptionist's face to lip-read. There is no written information to help and the receptionist has to write notes... the people in the queue behind are getting impatient... both receptionist and user are getting flustered. She didn't quite understand what she had to do and where to go to use the microfiche reader and there is no signage to help her... perhaps it just isn't worth the effort.

Environmental barriers can prevent or impede access to buildings and services and cause irritation, confusion and fatigue for users, and even injury in more serious cases. For service providers, failure to remove physical barriers can result in embarrassment, bad publicity, loss of support or even litigation.

This guide covers factors to consider in removing barriers and creating accessible environments for disabled people with a broad range of access needs, so that they can enjoy and contribute effectively to museum, archive and library services on equal terms with others.

1 Removing barriers: legislation and guidance

Legal requirements, mandatory regulations and additional standards, guidance and Codes of Practice apply to many aspects of the design and construction of accessible environments for disabled people. More detailed information is provided by the resources in the 'Further information' section of this guide.

The Disability Discrimination Act (DDA) 1995

The Act creates a legal obligation on service providers and employers to identify and remove physical barriers to access where reasonable to do so. From October 2004 physical barriers must be removed, altered or a reasonable means provided of avoiding them.

The DDA is based on the concept of reasonable adjustment. The reasonableness of measures taken is likely to be judged on:

- effectiveness;
- practicality;
- extent of disruption caused;
- internal and external resources available;
- amount already spent on making adjustments.

Removing barriers is not expected to seriously compromise the nature of a service or cause its withdrawal or closure. This is particularly important for services defined by their physical environment, such as historic properties, ancient sites and monuments (see Guide 5 for further information on The DDA).

Historic and listed building regulations

The DDA does not take precedence over planning permission, Listed Building Consent, Conservation Area Consent or Scheduled Monuments Consent. These are still required even if planned physical intervention in a historic property is intended to remove barriers to access. Scheduled or listed status doesn't automatically mean adjustments will not be permitted.

English Heritage takes an increasingly proactive approach towards improving access to historic properties and recognises the need for balancing the requirements of conservation and accessibility. If a property is accessible, it will be relevant to more people and valued by a wider community, which helps to ensure its survival.

Good design and high quality work can complement and even enhance historic features as well as create a more accessible environment. For example, depending on a building's original façade, it may be possible to install ramps or handrails appropriate to a building's style by incorporating them into an original porch or portico. In some cases additional accessible facilities, such as toilets, a shop or café are best located in a modern structure separate to the historic building.

Access solutions for the historic environment must be site specific and part of a comprehensive long-term strategy for its use and conservation.

When planning access improvements to an historic property:

- first consider measures that avoid or minimise the need for alterations;
- avoid alterations that adversely affect a property's special character;

- plan reversible alterations wherever possible;
- consult with appropriate planning and conservation authorities at an early stage to ensure that your access plan for the property can be developed with them.

Building standards, regulations and statutory consent

Building standards and regulations relating to access for disabled people apply to new buildings and refurbishment. Compliance with the *Building Regulations 2000: Access and Facilities for Disabled People* is mandatory. There are also supporting Approved Documents and Technical Standards that give detailed guidance on how to meet the requirements but guidance in Approved Document Part M can be met in alternative ways if an access statement is provided that explains why a different approach has been taken.

- British Standard (BS)8300: 2001 Design of buildings and their approaches to meet the needs of disabled people;
- Building Regulations Approved Document M: *Access to and use of buildings* 2004.

The consent of landowners and landlords, planning permission or listed building or scheduled monument consent may be required.

Health and safety regulations

The DDA does not take precedence over Health and Safety Regulations and does not require any adjustment that would endanger the health and safety of any person. This is not an excuse to avoid removing or altering barriers to access or to restrict the use of a service by disabled people. Adjustments to the physical environment and provision of services should be based on proper risk assessment. This will avoid alterations being based on inaccurate preconceptions of the needs and capabilities of disabled people.

2 Environmental barriers to access

Restrictions caused by barriers

The environment can present physical, sensory and intellectual barriers to access and restrict or prevent the following:

Movement into and around a building

For example: in a museum there is a flight of steps between the main ground floor galleries and the archaeology collections. The steps do not have contrasting nosings on their treads so they are hazardous to visually impaired people. There is only one handrail on the left so people with a weaker left side have no support when going up and there is no alternative access for wheelchair users. This makes the archaeology gallery inaccessible to a broad range of users.

Orientation and navigation around a building or site

For example: A large gallery has placed signs with a silver metal background on concrete walls. These cannot be easily seen because of the lack of contrast. There is no colour differentiation between different levels and no supporting plans with a tactile element. This is a very difficult environment for visually impaired users to navigate.

Use of collections and services

For example: A library holds regular local history lectures and study days in its own seminar room, but there is no induction loop so the events are inaccessible to many hearing aid users.

Barriers arise because the needs of disabled people are not considered at the original design stage or when refurbishments and improvements are planned.

Environmental barriers to access can be found in:

- approaches to buildings;
- entrances and exits;
- parking facilities;
- reception areas;
- service and enquiry points;
- meeting, research and exhibition spaces;
- education and activity rooms;
- offices and staff areas;
- refreshment and toilet facilities;
- retail and storage areas;
- mobile and outreach services.

They occur in all aspects of the physical environment such as:

- architecture and structure;
- location;
- design, materials and finishes used in fittings, fixtures and furnishings;
- signage;
- acoustics and sound enhancement;
- visual acuity (effected by lighting, contrasts in colour and tone and decoration);
- changes in level;
- external and internal doors;
- layout and use of space.

Identifying the barriers

There are various ways of identifying existing and potential environmental barriers, and monitoring the effectiveness of improvements. For example:

- **Feedback from disabled people** through informal comments and complaints or formal consultation (see Guide 11).
- **Resource's Disability Toolkit** may be helpful.
- **An accessibility audit** offers a more strategic approach to identifying existing and potential barriers within the physical environment (and other aspects of the service). It generally involves an onsite inspection and an assessment of accessibility against agreed criteria. The criteria should be determined by the requirements of the DDA, relevant building standards and regulations, examples of good practice and design in meeting the needs of disabled people and practical considerations such as available resources (see Guide 4 for more detailed information and advice about commissioning and using audits).

In identifying existing and potential environmental barriers facing disabled people the priority areas of concern should be:

- Getting into the building.
- Safe emergency egress.
- Health and safety in and around the building.
- Lavatory (WC) provision.

3 Good practice in environmental access

Universal and accessible design

Everybody should be able to use museum, archive and library buildings, services and collections, as visitors, employees or volunteers. Special arrangements, such as a separate entrance or reception point for disabled people, should be avoided wherever possible. This can be best achieved by using inclusive design principles.

Inclusive or universal design involves considering the requirements common to all users and then making adaptations or providing design solutions that also address specific requirements, such as those of disabled people. This provision may also benefit other users. For example, level access to and throughout a building benefits not only people with mobility difficulties, but people making deliveries or with pushchairs.

If inclusivity and accessibility are considered at the design stage of a new building, or when you refurbish or install an exhibition or other service area, it will not make it more expensive than any other design solutions and aesthetic quality need not be compromised.

Inclusive design principles can even be adopted in listed buildings to achieve the best level of access, for example:

- As part of routine maintenance programmes, introduce contrasting tones or colours for doorframes, windows and skirting into a decoration scheme to make it more accessible for people with visual impairments.
- When refurbishing exhibition and research spaces make sure display cases are at an accessible height for wheelchair users, which will also benefit people of short stature and children.

What to consider

This Guide only covers the key requirements to consider when creating accessible environments for people with mobility, sensory or cognitive difficulties. Specific criteria are published in the guidelines, standards and regulations listed in 'Further information'.

Approaches and entrances

Disabled staff or visitors should be able to enter a building with other users and move easily between different areas of a site, such as buildings, car parking, gardens and outdoor activity spaces. Level routes are needed, free of obstacles and hazards, from the outer boundary of the site to both the main staff and visitor entrances.

Car parking

Designated accessible parking and a pick up/set down point for public transport should be provided for staff and visitors within 50 metres of their main entrances to the building. Barrier systems/ticket machines should be positioned appropriately and at the right height for wheelchair users to get close enough to use them and be accessible to people with sensory impairments.

The key requirements for parking bays are:

- Designated spaces for disabled visitors and employees with appropriate surface painted markings and upright signage.
- Sufficient space for disabled people to enter or leave their vehicle and use the boot or a side or rear hoist for wheelchairs.
- Location as close as possible to the main staff or visitor entrance and where disabled people do not have to pass behind other parked cars or cross moving traffic.
- No adjacent kerb, a suitable, level surface which is well lit.

Approach routes

External areas to the main entrances should be:

- Free of vehicular traffic or provided with pedestrian crossing points identified by blister paving.
- Level if possible. Where the whole or part of the approach route has a gradient of 1:20 or steeper then the design criteria for ramped access apply
- Sufficiently wide for access; 1800mm in width is preferable, 1200mm the minimum.
- Surfaced in an even, well maintained and non-slippery material so that there are few hazards to visually impaired and ambulant people and they are suitable for a wheelchair to pass over.
- Clearly defined by aural, visual and tactile information, for example, a paved route over a large gravel forecourt. Good lighting with no pooling or deep shadows will help all visitors to identify the route and entrance at night or in poor weather conditions.
- Free of potential hazards such as overhanging vegetation, litterbins, A-boards, posts and planters. Permanent features should be clearly marked with contrasting bands, or a solid barrier detectable by cane users, and textured paving will warn blind people.

External ramps and steps

A level approach isn't always achievable and both external ramps and steps may be needed. Ramps are accessible to many mobility-impaired people but not always the safest or easiest option for ambulant disabled people. If the gradient of a ramp is steeper than 1:20 easy-going steps should also be provided.

BS8300: 2001 and Approved Document M 2004 give further detailed criteria for the design and construction of safe and accessible ramps and steps but the key requirements are:

- Rest areas and adequate manoeuvring space for wheelchair users to open doors or stop without rolling back down a slope.
- Visual and tactile indication of the presence and direction of a ramped surface.
- Visual and tactile warnings at the head of a flight of steps and clear nosing.
- Comfortable and easy to grip handrails that provide secure support on both sides of ramps of steeper gradient than 1:20 and on flights of steps of more than two risers.

Entrances

The main entrance for visitors and for staff should be accessible to everyone. If this is not possible, a secondary entrance might be adapted or an alternative accessible entrance should be provided. If entrances cannot be adapted to be fully accessible an appropriately signed bell should be provided at a suitable height for wheelchair users so that visitors can summon assistance. Assistance may be provided by a temporary ramp. Other key accessible features of entrances are:

- Clear signage and good contrast between structural and decorative elements of the entrance and the building's façade.
- A level area measuring at least 1500 x 1500mm clear of the door swing in front of the entrance and a level threshold to give wheelchair users a clear approach and room to manoeuvre.
- A door entry system that can be located by visually impaired people, at a height accessible to wheelchair users and useable by people with hearing and speech impairments.

- Enough space in a lobby to enable a wheelchair user to move clear of one door swing and push open the next door or reverse to pull it open. There should be enough light to assist visually impaired people at a level that helps people distinguish and adjust between external and internal conditions.
- If a doormat is provided it should be clearly visible, fitted flush with other floor coverings in a mat well or fixed firmly to the floor so that it cannot slip. It should be of an absorbent material (not coir) and of a material that wheelchairs can pass over easily with one full turn of the wheel on the mat.

Doors

A door can present a major barrier to access for many disabled people. Their method of opening, door furniture, visual acuity and dimensions all need to be considered so that they are easy and safe to use. Automatic sliding opening doors are the most accessible solution for a broad range of people and reduce the amount of space required in entrance lobbies. The main requirements for doors are:

- Enough width to allow people in wheelchairs and with assistance dogs to pass through.
- A space next to the leading edge of the door to allow a wheelchair user to manoeuvre into position to use the handle and open it.
- Vision panels in solid doors to avoid collisions and glass doors marked appropriately.
- Clearly contrasted door furniture that is easy to use by people with manual dexterity difficulties and at a height accessible to wheelchair users (900–1100mm).
- For power assisted doors, a clearly visible operating button and a tactile element, at an accessible height for wheelchair users. If a manually operated door is the only option, it should be outward opening with an easy action.

- Clear operating instructions such as push/pull signs or arrows indicating the direction of opening of automatic, hinged and sliding doors.

Internal circulation

People should be able to locate easily the services or facilities that they wish to use and be able to move around them easily on individual floors and between different levels. Accessible information and signage allows them to choose a suitable route and identify points within the building where they can get further assistance or information to assist them during their visit (see Guide 6).

Reception and service points

The reception area sets the tone of the service. It is likely to be a busy and potentially confusing environment for many people with sensory impairments. The ideal location for reception is near the main entrance. Other key requirements are:

- A level area, free from obstacles.
- Seating.
- Clear signage and information to enable easy use of the building and services.
- A combination of good lighting, contrast and clear signage to make its location immediately obvious. At least a section of the desk on both sides should be at an accessible height for visitors or staff members who use wheelchairs. If not all service points can be fully accessible, one should be accessible to people with both physical and sensory impairments and its location must be clearly indicated.
- Minimised echo effects or overspill of sounds from other areas to assist people with hearing impairments to access aural information.
- A hearing enhancement system at the main reception desk with

appropriate signage to indicate its presence and training for use (see Guide 7).

- Good illumination without glare on face and hands and uncluttered, plain walls behind reception staff to assist lip readers and people with visual impairments to communicate more effectively.

Internal doors

The barriers presented by internal doors are similar to those described for external entrance doors, and ideally there should be as few as possible in public areas of a building. Doors which need to remain closed for fire control should have electrically powered hold open or swing free closing devices, and preferably closing mechanisms that are only activated in emergencies.

Corridors and passageways

These should enable free movement between spaces in a building and be easy to navigate. They should be:

- Free from obstructions and wide enough to allow passing and turning space for wheelchair users.
- Level, with non-slippery floor surfaces.
- Well-lit with contrast between walls, floors and ceiling and features within the walls.
- Without echoes or muffled sound. Carefully chosen materials and finishes can create a good acoustic environment.

Vertical movement

The requirements for internal ramps, stairs and steps and accompanying handrails are similar to those previously described for external provision. A passenger lift is the most accessible means

of moving people between levels in a building. If this cannot be accommodated, a platform lift or a wheelchair platform stairlift are alternatives for people with mobility impairments. Whichever is chosen must be fit for the purpose and there are regulations for their installation (see Further information). There are common key requirements for lifting devices:

- Call controls with a tactile element, placed at an accessible height for wheelchair users.
- Contrast between controls, doors and signage and surrounding walls to assist visually impaired people.
- Audio and visual indications within the lift of the levels reached and direction of movement.
- Non-echo producing, non-reflective wall surfaces with a soft/matt finish.
- Sufficient space and time for wheelchair users and people with assistance dogs to enter and leave the lift.
- An accessible emergency communication system.

Orientation and navigation

Taped messages, smell, tactile surfaces, audible instructions supporting plans and audio guides can assist visually impaired people to find their way around buildings but accessible signage will convey information to most visitors.

Signage in the reception or entrance area should establish a consistent and accessible style for the rest of the building and be used to provide information to confirm location, directions at strategic points, identification and safety information. Accessible emergency exits must be clearly indicated on signage and plans.

In larger buildings, signage supported with a plan, with a tactile element, can help visually impaired and other visitors to find the most suitable routes to particular areas or facilities such as accessible emergency exits, lifts, refreshments and toilets.

Emergency escape routes

The Building Regulations Approved Document B – *Fire Safety* gives detailed information on the basic requirements for means of escape in the event of a fire. Accessible escape routes for disabled people need to be considered alongside evacuation management strategies and staff training given in providing appropriate assistance. Specific site advice should be sought from the appropriate fire authorities (see BS5888 Part 8 and Personal Emergency Egress Plans). Some key considerations are:

- Provision of level ground floor emergency exit routes that are accessible to wheelchair users.
- Clear indication of accessible escape routes.
- How disabled people escape from upper floors – fire safe lifts, protected staircases, corridors or lobbies and managed refuge areas that are clearly marked, facing the escape route and with a communication link, where disabled people can wait for assistance.
- Alarm systems that are accessible to deaf, hard of hearing and deafblind people (i.e. visual or vibrating and audible alarms).

Refreshment and retail areas

The accessibility of café and shop areas is often overlooked if they are externally managed. Key requirements are:

- Unimpeded access for wheelchair users to low level display units and service points.

- Furniture layout that is navigable by visually impaired people and allows choice of seating and sufficient space for wheelchair users and their companions in eating areas.
- Crockery, cutlery and other fittings appropriate to the needs of a people with a broad range of disabilities, including manual dexterity difficulties.
- Labelling of shop goods and menus in large, clear print.

Toilets

Toilets should be available to everybody. A wheelchair accessible unisex toilet cubicle should be available and the criteria and standards for size, fittings and layout are given in BS8300: 2001 (see 'Further information').

Standard toilets can also be adapted to be more accessible to ambulant disabled people. People with sensory impairments, learning difficulties, lack of tactile sensitivity, dexterity problems and wheelchair users have particular requirements, such as:

- Toilet cubicle doors and taps that are operable by people with limited strength and manual dexterity difficulties.
- A larger cubicle with support rails for people who use canes.
- Contrast in colour and tone between fittings, walls, floors and doors and non-reflective and slip-free surfaces to assist visually impaired users.
- Doors with an emergency release mechanism so that they can be opened outwards and from the outside if necessary.
- Fire alarms with audible and visual signals to warn people with sensory impairments.
- Clearly visible signage.
- An emergency communication cord and easy reset alarm system where there will be response from staff.

Access to collections and services

There is scope for great creativity and individual approaches in finding access solutions and many more than can be covered in this Guide (see Further information).

The use of space within your building may need to be rethought. The most heavily used collections, services or facilities are best located in the most accessible parts of the building, near the main accessible entrance. Space in staff areas should also be accessible to disabled employees.

Events and Activities

For demonstrations, performances, lectures, story telling or other educational events to be fully inclusive, everyone needs a clear view of visual presentations, access to aural and visual information and a choice of seating which is appropriate to their needs.

Points to consider:

- Flexible seating arrangements for wheelchair users and their companions or people with assistance dogs can be achieved by creating space at the end of a row at various levels in ranked seating. Some reserved spaces should also be available at the front for people who need them.
- Sight lines need to be clear and unrestricted.
- Consider acoustics and make sound enhancement equipment available.
- Provide accessible presentation facilities for disabled speakers.

Research

People studying information or objects need a quiet place to work, with good natural light that can be supplemented with task lighting. They may also need access to shelving, storage units, filing cabinets and research material. Assistive technology and access to information is discussed in more detail in Guide 7 and 6 respectively.

Staff should provide appropriate assistance if required, but there are also key requirements relating to accessibility of the physical environment, some of which are outlined below:

- Furniture should not obstruct routes for mobility impaired users and should be clearly distinguishable by visually impaired people.
- Shelving, storage, desks and computers should be low enough to allow access for wheelchair users and people of short stature.
- Signage, shelving guides and labelling should be in large, clear print and well contrasted with the background.
- A variety of seating should be provided.
- Accessible electric sockets are necessary for laptops, task lighting and other equipment.

Interpretation

Some examples of the ways in which visitors and service users may gain access to information, collections and their interpretation are:

- Two and three-dimensional displays of objects, images and printed information.
- Interactive exhibits.
- Audio-visual presentations.
- Audio guides.
- Off site activities and outreach.

(See Designing Exhibitions to Include People with Disabilities and Further information). Some of the key issues to consider are:

- An accessible viewing height for wall mounted materials (750–2000mm high with small or detailed objects between 1200 and 1600mm).
- Lighting that does not create shadows, reflection or glare.
- Cased materials and accompanying text placed on a well contrasting background inclined towards the viewer.
- Cases that are visibly distinct with clear access to them.
- Interactives with operating instructions and features that are easy to see, understand and use.
- Good acoustics, inductive couplers on telephone handsets, induction loops, subtitles on audio-visual presentations and clear print typescript.
- A variety of seating.

All printed information should be produced in large clear print and be available in alternative formats (see Guide 6) and audio guides are a useful form of making information available to visually impaired visitors (see Guide 7, page 24).

Mobile services and outreach activities can also be made accessible to a broad range of disabled people. For example, mobile library and exhibition vehicles can be adapted to be accessible to wheelchair users and induction loops can be provided to assist hearing impaired users. Venues for external activities, such as lectures or travelling exhibitions should be carefully chosen for their accessibility and facilities.

4 Policy and practice

Planning good environmental access

Accessible environments are created when the needs of a broad range of people with disabilities are identified, when there is a commitment to meet those needs and implementation is well planned and managed. This applies equally to a new building project, refurbishment scheme or adaptation of existing premises to resolve an identified access issue.

The design brief is fundamental in the process of creating an accessible environment, whatever the scale of the project. If access is an integral part of a project from its beginning barriers are far less likely to arise, reducing the need for potentially costly alterations in the future. Design or architectural interests that conflict with access requirements can be avoided if you appoint designers, architects and contractors with a sympathetic approach and track record in accessible design. They should be able to demonstrate knowledge of the relevant standards and regulations and a willingness to undertake further training if necessary.

If a new building or major refurbishment is not an option, existing environmental barriers can be gradually removed as part of routine maintenance programmes. The work required should be identified in a prioritised action plan with attached costings, timescale and allocation of responsibilities. This will enable progress to be monitored and will provide evidence that barriers are being addressed if a service is challenged under the DDA.

Further environmental barriers to access can be prevented if accessibility is placed at the heart of all practices and policies and they are regularly reviewed in the light of comments and observations received from the people they have affected.

Conclusion

Taking a proactive approach is the most effective way to resolve barriers to access and create an accessible environment. Identify the barriers by auditing and asking disabled people what their requirements are. Get professional advice on how to resolve the issues and work out a plan of action with timescale, costings and allocation of responsibility.

Ensure that both the design and the work are carried out to the appropriate standards with careful monitoring and include accessibility in the design brief for future work. Design appraisal and access consultancy is particularly valuable for new projects. Accessibility does not compromise design and architecture – it enhances it.

Evaluate the changes that you introduce and reassess the accessibility of your environment regularly. Expectations, technology and systems change and new solutions may be available for problems that previously appeared irresolvable.

No matter how much consideration is given to overcoming barriers within the physical environment, it is unlikely that the needs of every user can be anticipated or provided for. Staff input is essential, both to assist disabled people where there are still shortcomings and to gather feedback and information to inform future provision and improvements.

Further information

British Standards Institution (BSI)

An independent national body that prepares standards and provides information and publications about them.

For information of standards relating to access to buildings and other relevant standards relating to fire precautions, powered doors, lifts, stairs etc:

BSI
389 Chiswick High Road
London
W4 4AL
Tel: 020 8996 7111 (Information Centre)
www.bsi-global.com

English Heritage

Produce some publications and information on access to historic buildings and monuments.

English Heritage
Customer Services Department
PO Box 569
Swindon
SN2 2YP
Tel: 0870 3331181
Fax: 01793 414926
Email: customers@english-heritage.org.uk
www.english-heritage.org.uk (regional contact details on website)

The Centre for Accessible Environments

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www.cae.org.uk

Publications

Access by Design:

The Journal of the Centre for Accessible Environments

Tel: 020 7357 8182

Email: info@cae.org.uk

Building Regulations Approved Document M:

Access to and use of Buildings (2004 Edition)

The update is now available and applies from May 2004.

www.odpm.gov.uk

BS 8300: 2001 Design of buildings and their approaches to meet the needs of disabled people – Code of Practice

Provides guidance on good practice and is based on research and user trials. Available from BSI, contact details on previous page.

*Designing Exhibitions to Include People with Disabilities:
A Practical Guide*

Gail Nolan, 1997. Published by National Museums of Scotland.

Easy Access to Historic Properties

English Heritage, 1999 (Currently under revision).

*Library Services for Visually Impaired People:
A Manual of Best Practice*

Resource: The Council for Museums, Archives and Libraries, 2000.

Sign Design Guide: a guide to inclusive signage

Peter Barker and June Fraser, JMU and the Sign Design Society.

Available from RNIB Customer Services.

Tel: 0845 702 3153

- 1 Disability in Context
- 2 Meeting Disabled People
- 3 Training for Equality
- 4 Audits
- 5 Disability Discrimination Act (DDA)
- 6 Inclusive Information
- 7 Using Technology
- 8 Access on a Shoestring
- 9 Accessible Environments
- 10 Outreach and Partnerships
- 11 Consulting Disabled People
- 12 Employment at Every Level

The **Disability Portfolio** is a collection of 12 guides on how best to meet the needs of disabled people as users and staff in museums, archives and libraries. It gives invaluable advice, information and guidance to help overcome barriers and follow good practice.

The Portfolio is available in 12 point clear print or 15 point large print formats, braille, audio cassette and on the website. Please contact 020 7273 1458 or info@resource.gov.uk

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