



Inclusive Design Strategy 2022

Global Disability
Innovation Hub



Global
Disability
Innovation
Hub

Us, in a nutshell

Global Disability Innovation Hub (GDI Hub) is a research and practice centre driving disability innovation for a fairer world. Based at University College London (UCL) in the UK, and operational in 41 countries, GDI Hub work with more than 70 partners, delivering projects across a portfolio of £50m. GDI Hub has reached 23 million people since its launch in 2016 by developing bold approaches, building innovative partnerships and creating ecosystems to accelerate change. Founded by top academic institutions and the team responsible for the London 2012 Paralympic Legacy programme, GDI Hub brings a unique multidisciplinary perspective to the rapidly evolving field of Disability Innovation.

Inclusive Design Team

GDI Hub's Inclusive Design team focus on inclusive design of the built environment and increasingly disability inclusive, climate-resilient cities in developing countries. While inclusive design considers all end users, we focus on the needs of persons with disabilities as they are often most in need and solutions that make life possible for persons with disabilities, make life better for all of us.

We work collaboratively with local partners, the global inclusive design community and organisations of persons with disabilities to drive research and innovation, creating platforms for engagement with decision makers at all levels to implement change. On the UK Aid funded AT2030 Programme, we are conducting unique research in six cities in developing countries to understand the opportunities for inclusive design from the perspective of people, policy and practice.

Our expert team is made up of Inclusive Design specialists, including:



Iain McKinnon

Co - Founder and Director of
Inclusive Design
i.mckinnon@ucl.ac.uk

Iain leads all our inclusive design programmes, research and consultancy and teaches on our MSc Disability, Design and Innovation. Iain is a global thought-leader on Inclusive Design having specialised in this area for 20 years and led inclusive design for the development of Queen Elizabeth Olympic Park as part of the London 2012 Paralympic Legacy programme, producing the highly-regarded [Inclusive Design Standards](#) and facilitating the Park's Built Environment Access Panel (BEAP).



Mikaela Patrick

Senior Inclusive Design
Researcher
mikaela.patrick@ucl.ac.uk

Mikaela works across inclusive design and climate resilience and is the research lead on the UK Aid funded AT2030 Inclusive Infrastructure sub-programme, conducting six city case studies on inclusive design. Prior to joining GDI Hub, Mikaela worked with the Helen Hamlyn Centre for Design, Stema Health and as an architectural designer in Spain and China. Mikaela also has experience in global health, working on inclusive, people-centred research and design projects around the world.

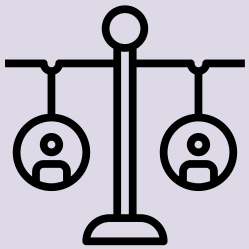


Annamae Muldowney

Inclusive Design Assistant
a.muldowney@ucl.ac.uk

Annamae supports the team on inclusive design and research activities and has a background as an architectural designer and researcher, using technology to expand the design process to be more inclusive.

Why Inclusive Design is Important



Human Right

The UN Convention on the Rights of Persons with Disabilities (UNCRPD) acknowledges that all persons with all types of disabilities must enjoy all human rights and fundamental freedoms. Article 9 of this international treaty recognises the right of persons with disabilities to have accessibility in the built environment.



For Everyone

Inclusive design is about people. It makes us think about who we are designing for and asks, are we excluding anyone? Good inclusive design ensures that all needs are considered in a way that delivers positive experiences for everyone.



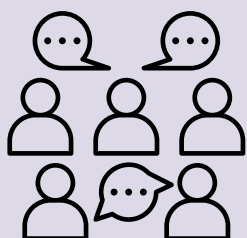
Added Value

Incorporating inclusive design from project inception is cheaper than retrofitting solutions at a later date. Good inclusive design also creates outcomes that are easier, more intuitive and enjoyable to use, encouraging repeat business and thriving cities. It also supports more efficient service delivery, benefitting customers and businesses alike.



Sustainability

Embedding inclusive design early helps future proof buildings, increasing their life-span and reducing the environmental impacts of retrofitting or early demolition. Inclusive design can also help ensure our responses to climate change leave no one behind.



Stronger Communities

Co-designing with local people, including persons with disabilities, ensures outcomes and solutions that respond to the needs of all community members, fostering more inclusive, cohesive and vibrant social communities.



Growing Demand

There are 1.2 billion persons with disabilities in the world today, 15% of the human population, set to rise sharply to over 2 billion by 2050. We also live in a world of aging populations, with the incidence of disability increasing significantly as we age.



Global Goals

We cannot achieve the UN's Sustainable Development Goals (SDGs) and New Urban Agenda without inclusive design supporting disability inclusion. This requirement cuts across all 17 SDGs to help create a better future for all.

Our Vision for Inclusive Design

Inclusive Cities



Involve

- People and Communities
- Homes
- Public and Private Buildings
- Public Spaces
- Transport
- Services
- Products
- Digital Interactions

Why?

- Human Right
- For Everyone
- Added Value
- Sustainability
- Stronger Communities
- Growing Demand
- Global Goals



How do we get there?

Inclusive Design

An approach that considers all end users to create positive user experiences for everyone:

- Persons with Disabilities
- Older people
- Women & girls
- People from diverse social and cultural backgrounds
- Gender Diversity

* The above is not an exhaustive list

What is Inclusive Design?

Who should apply this approach?

Those responsible for making change in the city

- City Governments*
 - Investors
 - Public and Private Developers
 - Citizens and Grassroots Organisations
- (*and their design & build teams)

What do they need to do?

- **Have a Culture of Inclusion**
- **Implement a Process for Delivery**

What does that look like?

**Our Inclusive Design
Strategy will show you!**

Creating a Culture of Inclusion

A culture of inclusion is necessary to deliver lasting change. This applies to all organisations and groups engaged in city development.



Education and Training

You cannot apply what you do not know. Basic education and training around inclusive design is essential for key decision makers and those engaged in project delivery.



Diverse Leadership

Having persons with disabilities in leadership positions across a range of organisations supports advocacy and ensures senior level representation.



Break Silos

National, regional and city governments must show leadership and ensure inclusive design is addressed as a cross-cutting issue that requires collaboration across ministerial silos.



Responsibility and Accountability

Governments must take responsibility for delivery. Inclusive design should be mandated with compliance monitoring providing accountability. Effective tools include anti-discrimination legislation, planning policies, building regulations and technical standards.



Dedicated Resource

Dedicated resource must be provided to drive delivery. Ideally, a trained inclusive design professional who can support planning, design and engagement of local persons with disabilities.



Excellence and Innovation

Meet the need, not just the regulation. Work with persons with disabilities to understand the issues and co-design solutions. This approach drives innovation and success.

Delivering Inclusive Design

City governments and their investors, public and private developers, citizens and grassroots organisations must work together and implement an inclusive design process to create inclusive cities.

City governments can mandate inclusive design through frameworks and planning processes while supporting community-based organisations and initiatives. Developers can set their projects up for success by embedding inclusive design from inception through to operation. Persons with disabilities must be involved throughout the entire process.

Process of Delivery

Engagement of local persons with disabilities throughout

01 Mission

'Deliver inclusive outcomes that benefit everyone and leave no one behind'

- Have senior inclusive design advocates
- Establish an inclusive design panel
- Create an inclusive design strategy

02 Mandatory Framework

- Anti-discrimination Legislation
- Inclusive Planning Policies and Processes
- Mandatory Building Regulations
- Inclusive Design Standards

- Identify those to be applied
- Establish these if not in place
- Mandate and regulate through inclusive governance

Engagement of local persons with disabilities throughout

03 Design & Development

- Inclusive Procurement Processes
- Inclusive Design Brief
- Inclusive Design Team
- Co-design with persons with disabilities
- Monitor and report progress

- Appoint a team who can deliver
- Have a lead on inclusive design with responsibility for delivery
- Be accountable to city government

04 Implementation

- Design to good practice guidance
- Planning approves inclusive designs
- Approved designs are what gets built
- Inclusive design features and facilities are realised

- Ensure mandatory regulations are met
- Encourage innovation
- Build what has been approved
- Consequences for non-compliance

05 Management & Operation

- Inclusive management and operation
- Inclusive maintenance
- User feedback and lessons learned
- An iterative process

- Ensure inclusive service delivery
- Minimise maintenance disruption
- Evaluation (data and impact)
- Take remedial action as required

Case Study

Inclusive Design of Queen Elizabeth Olympic Park, UK

The ambition from the very beginning was to create an Olympic Park and venues that set a benchmark for inclusion. The legacy was to create an inclusive new piece of city in east London. This required commitment, resource and a framework for implementation. At the country level there was legislation and regulation to support the creation of inclusive developments. At the local level, inclusive design delivery was enshrined in local planning policy which required technical [inclusive design standards](#) to be applied.

Application of the standards on all Park projects was tracked by an Inclusive Design manager at the local government, responsible for delivery. An independent disability advisory panel were engaged at all key stages of development. This process produced award winning inclusive outcomes and included:



External passenger lifts support wheelchair users and others including older people and families with young children to navigate significant level changes.



Good wayfinding and signage design supports neurodiverse people and makes navigation easier and more intuitive for everyone.



The disability access panel ensured the Olympic Stadium supported assistance and guide dog users by providing a dedicated space for their dogs to go to the toilet and get water.



A 'Park Mobility' service was set up, run by volunteers it provides mobility equipment hire and a buggy service to accommodate 'last mile' journeys.



The Park had a Built Environment Access Panel (BEAP) made up of local persons with disabilities who were involved throughout the design process on all key development projects.

TO LEARN MORE

Visit www.disabilityinnovation.com

Please contact us if you would like to receive this information in a different accessible format