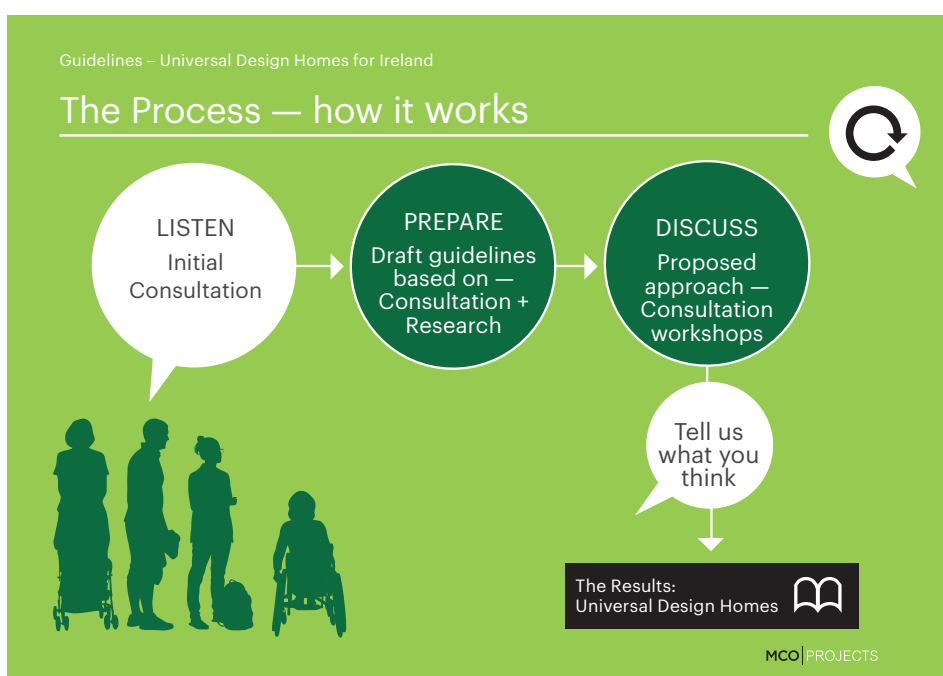


Centre for Excellence in Universal Design

Appendix A: Summary of Stakeholder Consultation Process

Appendix A Summary of Stakeholder Consultation Process

The aim is that these Guidelines will inform national policy and be used in practice by all stakeholders – those who design, build, provide and occupy homes – so early consultation in informing the approach to developing the Guidelines was critical. This Guidelines document is informed by: distilling existing research undertaken by the National Disability Authority’s (NDA) Centre for Excellence in Universal Design (CEUD); a literature review of international guidance; and a consultation process with stakeholders by the MCO/PRP team. MCO/PRP gratefully acknowledges the participation of all those who engaged with us in the consultation process. This was invaluable to us in preparing the Guidelines with CEUD.



Slide from stakeholder workshop presentations.

The development of these Guidelines builds upon earlier work and consultation by the CEUD, most recently for the NDA’s revised **Buildings for Everyone: A Universal Design Approach** published in 2012. The open consultation process engaged key stakeholders from umbrella organisations representing groups relevant to Universal Design (size, age, ability, disability), Local Government, Government Departments and State Agencies, research and development groups, and representative bodies for the construction industry and related design professions.

Universal Design Homes for Ireland — Guidelines

Who will use it and what will it be used for?

- Catalyst for changing mindsets
- Raising consumer awareness
- Tool to make informed decisions
- Long term planning and future proofing

HOME OCCUPANTS HOME PROVIDERS HOME DESIGNERS

MCO | PROJECTS PRP

This slide features an orange background. At the top left, it reads 'Universal Design Homes for Ireland — Guidelines'. The main title is 'Who will use it and what will it be used for?'. Below the title is a list of four bullet points: 'Catalyst for changing mindsets', 'Raising consumer awareness', 'Tool to make informed decisions', and 'Long term planning and future proofing'. A central line connects this list to three boxes labeled 'HOME OCCUPANTS', 'HOME PROVIDERS', and 'HOME DESIGNERS'. At the bottom, there are silhouettes of a diverse group of people, including an elderly person with a cane, a woman with a child, and a person working at a computer. The logos for MCO | PROJECTS and PRP are in the bottom right corner.

Slide from stakeholder workshop presentations.

Stakeholder Consultation Meetings:

The process involved initial one to one consultation soundings and meetings, and stakeholder workshops. At the outset, 113 individuals in 97 organisations were contacted by MCO/PRP to request initial consultation by one-to-one telephone soundings or meetings. A high response rate of 76% to the initial letter and phonecalls was achieved, with over 72% engaging in one-to-one soundings.

Universal Design Homes for Ireland — Guidelines

Who and what has been involved so far...

Over 110 people contacted 76% response + Over 70 "soundings" and meetings + Over 110 documents reviewed = Draft Guidelines Consultation Workshop

MCO | PROJECTS PRP

This slide features a green background. At the top left, it reads 'Universal Design Homes for Ireland — Guidelines'. The main title is 'Who and what has been involved so far...'. Below the title is a flow diagram showing four white circles connected by plus and equals signs. The circles contain the text: 'Over 110 people contacted 76% response', 'Over 70 "soundings" and meetings', 'Over 110 documents reviewed', and 'Draft Guidelines Consultation Workshop'. At the bottom, there are silhouettes of a diverse group of people. The logos for MCO | PROJECTS and PRP are in the bottom right corner.

Slide from stakeholder workshop presentations.

To provide consistency in approach and documentation of information shared, all stakeholders were invited to respond to the following four key areas for discussion:

1. Key issues and priorities for universal design from the perspective of your organisation.
2. Existing national or international research or guidelines relevant to universal design for homes and your organisation.
3. Barriers and opportunities in relation to achieving universal design in homes.
4. How you might like to engage further in this consultation process.

An understanding of the challenges and opportunities for UD Homes emerged as well as detailed contributions on key design features, what works well, and what needs to work better in practice for quality home design for everyone. Key considerations for the Guidelines were informed by the consultation, including the need to:

- Promote a shared understanding of Universal Design.
- Establish a consensus in approach to UD Home guidance.
- Produce guidance that responds to diverse user and constituent group needs.
- Avoid duplication with existing guidance or conflicts with existing regulations.

Stakeholder Workshop 1:

The first stakeholder workshop on Universal Design Home Guidelines was convened on the 14th March 2012, in the Radisson Hotel, Dublin.

The aim of the workshop was to:

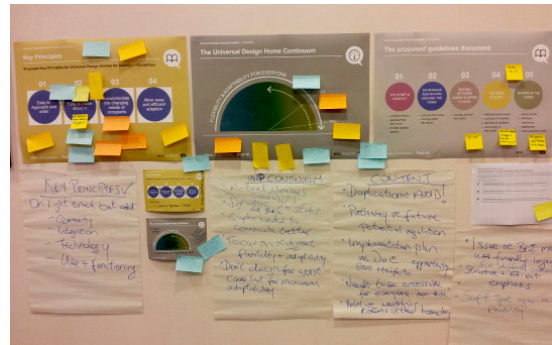
- Facilitate participation and inputs to shaping the Guidelines.
- Share with the diverse stakeholders the high level findings from the Initial Consultation.
- Inform the development of the Guidelines document.
- 'Test' a draft format, structure, and content of the Guidelines.
- Assess any issues of concern and agree how best to engage stakeholders in the final stages of development of the guidelines.



The workshop was facilitated by Eve-Anne Cullinan of MCO Projects with presentations from Lesley Gibbs of PRP and Philip Crowe of MCO Projects, and contributions from the client representatives, Dr Ger Craddock, Chief Officer, CEUD and Neil Murphy MRAI, Senior Built Environment Advisor, CEUD. Each discussion table was moderated by an MCO team member to record the stakeholder views.

Stakeholder Attendance:

The workshop included 38 people representing over 30 organisations. The consultation process sought to engage stakeholders that are reflective of the target audience for the guidelines – home occupants, designers and providers. Attendance on the day interestingly reflected a balance of these different key constituent groups, such as organisations representing groups relevant to universal design, Government Departments, National and Local Authorities, Housing Agencies, representatives from professional design institutes, and the construction industry. A mix of stakeholders was also encouraged across the 5 tables for discussion to raise awareness and better understand the different perceptions across the stakeholders about Universal Design Homes.



High level Outcomes:

1. There was strong engagement and level of interest evident from the stakeholders. The inputs were very constructive and feedback was positive on the:
 - a. Concept of Universal Design Homes and format of the workshop.
 - b. Diverse mix of stakeholders attending.
 - c. Presentation and information provided.
 - d. Level of engagement of stakeholders in the discussions.
2. It was noted by CEUD that a focussed working group would inform the development of the guidelines in detail and that all stakeholders would be issued the guidelines for feedback before completion.

3. The stakeholder engagement process to date was presented and no gaps were identified or concerns expressed. Participants were invited to contact MCO following on from the workshop with any further thoughts for consideration.
4. The process, proposed approach, structure and content of the document were presented and feedback taken through facilitated table discussions.

The summary key issues and impacts for the Guidelines document were recorded based on the frequency of themes communicated across the discussion tables. Feedback from the discussion tables was then summarised under:

- a. Purpose and use of the Guidelines in practice.
- b. Impact on document content, structure, format. A record of the Workshop Findings was circulated to all Stakeholders for feedback, including all those who did and those who did not attend the workshop.

Stakeholder Workshop 2

The second workshop was held with a Working Group in the National Disability Authority's Centre for Excellence in Universal Design (CEUD), on 28th March 2012.

Purpose of the Workshop:

The purpose was to convene a working group of people from different constituent stakeholders (home providers, designers and occupants) to:

1. Review progress with the drafting of the Guidelines as informed by the initial consultation and the previous Stakeholder Workshop;
2. Respond to how the developed proposals for the content and structure of the Guidelines responds to the Consultation process to date;
3. Assist the team shape the final stages of development of the Guidelines in advance of issue to all stakeholders.

The format for the workshop meeting facilitated by MCO Projects was:

Presentation of revised Guidelines in Practice.

- *Overall Purpose and Key Principles.*
- *Proposed Approach to the Guidelines Rating System.*
- *Content and Structure of the Guidelines.*
- *Facilitated Round Table Discussion on the Guidelines.*
- *Navigating the guidelines and Level of Information.*
- *Text, Drawings and Format.*

High Level Outcomes:

- The progression of the Presentation of the Guidelines in Practice was evident, and was considered to reflect the findings from the previous workshop of 14th March. Specifically, the Purpose, Context and Key Principles responded well to the feedback from consultation.
- There were different viewpoints at detailed level in relation to the Guidelines Rating System, but the Working Group recognised that this project was a first step in relation to thinking differently about Universal Design Homes, and should not duplicate existing standards and regulations (eg Part M).
- Though many of the ideas and suggestions from consultation (for raising awareness through the web, taking a branded quality mark approach, regulation) were worthwhile and would be considered by CEUD in the future, they were beyond the scope of this specific project. The Working Group were of 'one mind' in relation to what this specific project can achieve and the key issues were summarised and fed back to the group by the Facilitator at the meeting (detailed below).
- It was agreed that all project stakeholders be requested to complete a short survey for immediate feedback to inform the final stages of the Guidelines preparation.

Key Issues re Guidelines in Practice

1. ***The Guidelines are a first step towards changing perceptions*** and the quality of housing in Ireland. In the future this might progress towards integration with policy and regulation.
2. ***The Guidelines present the opportunity for Universal Design Homes in Ireland***, and work alongside existing regulations and Guidance.
3. ***The focus is on ease of use, flexibility and future adaptability for everyone.*** Universal Design Homes are about really good practical design quality that is affordable.
4. ***The big picture ambition is to mainstream Universal Design Homes in the future.*** The Guidelines are one project that will include the consumer audience as well as the provider and designer technical audience. There are future potential projects that could help drive demand and influence that are not part of this specific project, such as web based information.
5. ***This is an opportune time and the Guidelines are a start to help change mindsets about future planning for lifestyle, lifecycle and lifetime patterns.*** The key is to inspire people to think about what is the smart thing to do, and not just what they have to do.

6. **However, the specific project is to provide:**
 - a. Guidance for Universal Design Homes for home occupants, providers and designers; and to inform integration with policy at national and local government level in the future.
 - b. A quality System to illustrate and promote Universal Design.
 - c. Drawings and sketches to communicate concepts and details.
 - d. Photographs, to engage consumers and designers, that communicate what works and what could work better.

7. **The cost/benefit study to be undertaken as a separate project will influence the final guidelines to be adopted.** This is beyond the scope of the current project but will provide important case studies and an evidence base for the shift to universal design thinking in the future.

8. **Other stakeholder suggestions are also outside the scope of this current project,** such as detailed:
 - a. Guidelines for retrofitting and adaptations of existing homes.
 - b. Consumer guides or checklists for home buyers.
 - c. Checklists for planners.
 - d. A web resource for home occupants, providers and designers.

The Guidelines Text, Images and Drawings should be developed to:

Be **user friendly**, with a focus on communicating a lifestyle, lifecycle and lifetime 'story' in **design** and not just about spatial issues and measurements

Be **relevant to all types of homes including apartments.**

Use **non-institutional, desirable images in home design** and should **highlight exemplars / best practice models.**

Distinguish the general consumer section in content from the technical sections but **all within one document.**

Make use of '**Design Tips**' to **communicate where there are contradictory or challenging aspects** for different needs.

Make use of **checklists** for the quality system.

Not be prescriptive but **use inspirational language** to raise awareness.

Present **more than one design option** to help overcome prescription.

Use **sketches** in relation to design details for ease of application.

Avoid setting minimums but propose **ranges** for dimensions.

Report and Stakeholder Survey

At each stage of the process stakeholder consultation was documented and issued in reports to stakeholders for feedback. In April 2012 a report was issued for feedback to all stakeholders invited to engage in the project and comprised:

- report of findings from the stakeholder workshop of 14th March.
- the key outcomes of the Working Group meeting held 28th March.
- updated presentation of Guidelines reflecting consultation.
- on-line survey re; key outcomes of the consultation.

The survey was completed by 26 stakeholders, representing a balance of constituent groups, designers, occupiers and providers. The survey sought to re-affirm the consensus achieved in the workshops on key aspects of the approach to the Guidelines. Whilst the limitations of the survey are acknowledged, the response is indicative of strong consensus among stakeholders on key issues. There was also strong interest from stakeholders in further consultation on the actual Guidelines.

Stakeholder Feedback relating to issues outside the Brief of these Guidelines:

Throughout the consultation process, common themes emerged that are outside of the brief for these Guidelines and relate to the wider strategic implementation context for universal design. These include:

- The need for integration within a social, cultural and community context.
- The impact of 'Vision for Change' and the role out of a new care services model.
- Person-centred budgeting and planning.
- Existing housing stock and retrofitting.
- Education/training at 2nd and 3rd level, and within professions.
- Opportunity for 'live' resource and continual promotion of 'what works'.
- Consumer choice, marketing of UD Homes Guidance.

Additionally stakeholder suggestions for further work towards the practical delivery of UD Homes were received. Detailed reports of all stages of the consultation process have been provided to the CEUD for review and consideration towards the implementation of UD Homes.

Decision re Status of the Guidelines informed by Consultation:

The CEUD considered the outcomes of the consultation process. It is evident that the Guidelines are one step in the process of raising awareness and inspiring people to think differently about the benefits of Universal Design Homes.

The CEUD upon considering the outcomes of the Stakeholder Consultation Process, decided to prepare Guidelines and that they would remain in Draft form until such time as the proposed Cost/Benefit study to be undertaken by CEUD as a separate project is completed.

This is in response to the view of stakeholders that the Cost/Benefit study will be a key influencing factor in how the Guidelines are embraced and used by all sectors in practice.

The CEUD will be engaging Stakeholders in further consultation on the Guidelines as part of the Cost/Benefit Analysis process before the National Disability Authority/ CEUD adopt the Guidelines for Universal Design Homes for Ireland.

We gratefully acknowledge the time and in-puts of all the stakeholders who have engaged with us and participated in the process to inform the development of these Guidelines.

The Centre for Excellence in Universal Design (CEUD) at the National Disability Authority (NDA) along with MCO Projects and PRP Architects would like to thank all of those who shared their knowledge and experiences with us through one-to-one phone interviews, surveys and/or workshops in the early research stage to inform the preparation of the Guidelines.

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Appendix B: Bibliography and Acknowledgements

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28. Private House by Niki Borowiecki, London

Section 04

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Centre for Excellence in Universal Design

Appendix C: Terminology

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Accessible

With respect to buildings, or parts of buildings, means that people, regardless of age, size, ability or disability, are able to both access and use the building and its facilities.

Acoustics

Characteristics relating to sound.

Actuator

A type of motor for moving or controlling a mechanism such as automatic door opening devices, or automatic blinds on windows.

Assistive Technologies

Technological devices (equipment or systems) that are used to increase, maintain, or improve functional capabilities of individuals.

Bathroom

A room comprising a bath, WC, washbasin, and associated accessories.

Building

A permanent or temporary structure of any size that accommodates facilities to which people have access. A building accommodating sanitary facilities may include a toilet block in a public park or shower facilities at a campsite. A temporary building may include portable toilet facilities such as those provided at outdoor events.

CAT6

A data communication cable standard for Gigabit Ethernet cable.

Clear width

The width between handrails.

Communal

An area that a group of individual people will share for a common purpose. A communal changing area will be a room for people to change and will typically comprise an open area with minimal privacy.

Designated car parking

Car parking spaces reserved for the use of car users with disabilities, whether as motorists or passengers.

Dog-leg/Switch back stairs

Configuration of stairs between two floors of a building, often a domestic building, in which a flight of stairs ascends to a half-landing before turning 180 degrees and continuing upwards. The flights do not have to be equal, and frequently are not.

Door ironmongery

A collective term for components including hinges, handles, locks and self-closing devices, which are used to facilitate the correct functioning of a door. May also be termed 'architectural ironmongery' or 'door furniture'.

Dropped kerbs

A lowered section of kerb between a pavement and carriageway forming a level or flush crossing point. Also referred to as dished kerbs.

Electrical Energy Monitor

A widely available device that monitors electrical usage in the home. A wireless visual display can be conveniently located in the home to communicate how much energy is being used, and at what cost, at any moment in time.

Going

The horizontal portion of each step that is stepped upon. Also referred to as the tread.

Handrail

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

Homelift (or Platform lift)

An enclosed lift on all sides with solid or glazed panels, rising in a dedicated shaft, but not needing a machine room or pit. It is suitable for someone standing or in a wheelchair. It can travel larger distances than a through-floor lift, so is therefore suitable for three-storey dwellings or more.

Laid to falls

Paving and drainage that relies on fall to carry away water. Fall may also be referred to as slope or, more correctly, gradient. By making one part of the pavement higher than another, gravity will cause the water to move in a preferred direction.

Leading edge

The opening edge of a door adjacent to the handle.

Matwell

Entrance Door Matting Systems set into a frame in the floor.

M²

Metres Squared.

Micro-generation

A Microgenerator might use any one of the following technologies to generate electricity: Solar Electric Panels, Micro-Hydro, Micro Combined Heat & Power, Wind Power as additional power to existing utilities

Multi-gang switch

A combination of 2 or more switches housed within one fitting or plate, and controlling different devices.

Nosing

An edge part of the step tread at the top of the riser beneath in a flight of stairs.

Passenger lift

A conventional motorised lift enclosed within a structural shaft and rising one or more storeys within a building. Lift and door movement is automatic.

Path

A pedestrian route that has no adjacent vehicle carriageway and includes paths in countryside locations as well as paths in urban and residential environments.

Pavement

A pavement is the part of a roadway used by pedestrians and is adjacent to the vehicle carriageway.

PIR

A Passive Infrared (PIR) sensor-activated light fitting.

Ramp

An inclined plane 1:20 or steeper from the horizontal and intermediate landings that facilitate access from one level to another.

Refuge area

Areas within a building separated by fire-resisting construction and provided with a safe route to a storey exit, where people with mobility difficulties can await assistance for their evacuation.

Reverberation

The reflection of sound within a room or space.

Riser

The vertical portion between each tread on the stair.

Setting-down point

A designated area close to a building entrance or other facility where passengers can alight from a car or taxi.

Shower room

A room comprising a shower, WC, washbasin, and associated accessories, such as en-suite facilities in residential accommodation.

Soffit

The underside of any construction element, the underside of a flight of stairs.

Stairlift

A device mounted on a support rail that follows the incline of a stair and incorporates either a seat with footrest (chairlift) or standing platform and perch (perching stairlift). Stairlifts are designed for domestic use only. Also termed chair stairlift and domestic stairlift.

Step nosing

The leading edge of a step or landing.

Storey height door

A full height (from floor to ceiling) door.

Street furniture

Items located in street and other pedestrian environments such as lamp posts, litter bins, signs, benches, and post boxes.

Stretcher wheelchair

A wheelchair that allows a person to recline to a lying position.

Tactile paving surface

A profiled paving or textured surface that provides guidance or warning to pedestrians with visual difficulties.

Through-floor lift

A simple one-person lifting car, suitable for someone standing or in a wheelchair, which can be easily installed in most homes. Travel distance is limited to between two floors only. It is usually self-supporting, motored by a free-standing vertical track, and open above the car. The floor space on the upper level is closed by an infill lid attached to the lift car.

Transfer arrangement

The technique adopted by wheelchair users to transfer from a wheelchair to a WC or shower seat and back. The technique will depend on individual preference and the layout and size of the toilet or shower compartment. Common terms for describing transfer arrangements include lateral (side) transfer, angled (oblique) transfer, frontal, or rear transfer. Transfer may be assisted or unassisted. A left-hand transfer means that a person transfers to their left when seated in a wheelchair.

Tread

The part of the stairway that is stepped on.

Ventilation Strips

Vents integrated into a window frame that are in the shape of a bar or strip, and that can be controlled by opening or closing the aperture within the vent to different extents.

Vision panel

A fixed, glazed panel set into a door that enables people to see through from one side of the door to the other. May also be termed 'viewing panel.'

Visual contrast

Colour and/or tonal contrast between surfaces and fixtures, designed to improve visual clarity.

Wayfinding

A collective term describing features in a building or environment that facilitate orientation and navigation.

Wet room

A shower room in which the floor and walls are all waterproof. The shower area can be accessed without crossing a threshold or stepping into a shower tray.
