



HM Revenue
& Customs

HMRC Inclusive Design Guide



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1 Introduction

HMRC is leading the way in transforming the civil estate. We are working in partnership with the Government Property Agency, GPA, to deliver phase one Government Hubs and are also delivering our own Regional Centres – one of the biggest property programmes in the UK. This will bring HMRC staff together in one of 13 new or refurbished centres across the country. Underpinning the HMRC Locations Programme is a desire to fundamentally transform the way our Department functions, enabling smarter working for staff by providing inclusive workplaces that attract as diverse a workforce as possible'. HMRC puts inclusivity at its heart and believes that inclusive design can facilitate this fundamental transformation.

This guide has been produced to set out our ambition to raise the bar in the Government Estate and beyond on inclusion. It details how we will acquire, design and create workspaces where everyone is welcome and can access all the facilities that enable them to operate to their full potential, independently, with dignity and with ease. Our new Regional Centre and Specialist workplaces will be welcoming, supportive and respectful of the broadest range of people, contractors and visitors and, by getting the design right now, we will avoid costly changes to buildings further down the line.

The document is part of our blueprint suite of design documentation for the Locations Programme. It helps anyone working on the Programme, and our partners and supply chain, understand the extent and importance of our inclusive design ambition, so they can strive to create quality, attractive and inclusive workplaces which meet our class leading standards. It will also be available, in conjunction with HMRC's Accessibility Statement and the Locations Programme's People and Equality Impact Assessment (PEIA) for Trades Unions and staff so they can better understand our ambition for a better workplace.

The British Standard, BS8300 (2018), published in 2018 as an update to the 2009 version, underpins the guide. The 2018 update is 100 pages longer, and seeks to consider 'inclusive' rather than 'accessible' design. Key areas updated include: accessible toilet size; provision of assistance dog toilets and provision of gender-neutral toilets and showers. It should be noted that most agreements for lease were signed prior to publication of the revised BS8300. This means that developers are liable to deliver to the 2009 standards. Differences in provision will be examined on a case by case basis and any required changes to the public realm will need to be negotiated with other relevant parties. We cannot guarantee that those parties will make the requested changes, but our teams will ensure that negotiation takes place to encourage it. The timing of the new guide will not affect fit-out works led by HMRC including furniture, fittings and equipment.



The legacy estate is, for the most part, tired and out of date. There are many common issues that new buildings, built to better, more inclusive standards, can help to mitigate. These issues include: inconsistent lighting standards; fixed workstations that cannot be adjusted; lack of access to basic facilities such as printers and hot water taps for wheelchair users, and lack of quiet or private areas.

The guide sets a new bar in facility and amenity provision across our buildings, thereby mitigating the need for many of the workplace adjustments that require individuals to have Workplace Adjustment Passports and which have to be retrofitted. In future, our ambition is that only the most complex of individual needs will lead to specific customisation. It is our aim to meet all legal requirements and meet or exceed industry guidance, such as BS8300 (2018), wherever possible. Although this guide details ranges for many of the standards we will seek to meet the top of each range wherever possible, subject to taking site-specific factors into account.

This document builds on the direction contained within the Government's Hub Policy document and the HMRC Locations Programme Blueprint to provide advice on how the principles of inclusive design may be implemented. It has been developed after consultation with industry leaders, such as the Construction Industry Council, and key stakeholders, such as the HMRC Disability Network, Occupational Health teams and the trades unions. Its application is only to HMRC offices to be acquired or retained as part of the Locations Programme beyond 31 March 2021. We will also aspire to meeting the IDG at transitional sites where reasonably practicable.

This guide is not intended to be used in isolation. Reference should be made to the Blueprint for more information on the strategic vision, while individual projects should make reference to their client briefs. Where necessary, links are made to external documentation that detail the exact specifications for particular pieces of inclusive design. This guide is not intended to describe the full legal requirements in terms of design of publicly used infrastructure and must not be construed as forming advice in this area.

2 Inclusive Design as a part of good design

An inclusive environment recognises and accommodates differences in the way people use the built environment. It facilitates dignified, equal and intuitive use by everyone. It does not physically or socially separate, discriminate or isolate. It readily accommodates and welcomes diverse user requirements, across all ages and abilities and embracing every background, gender, sexual orientation, ethnicity, religion or belief, and culture. It helps people to live and work independently and participate fully in all aspects of life.

An inclusive environment:

- creates buildings, places and spaces that can be used easily, safely and with dignity by everybody;
- provides choice, is convenient and avoids unnecessary effort, separation or segregation;
- goes beyond meeting minimum standards or legislative requirements; and
- recognises that everyone benefits from improved accessibility, including disabled people, older people and people who do not consider themselves to be disabled.

An inclusive environment works better for everybody – it is not just disabled people who benefit from a well designed and managed built environment – everyone benefits. It enables and supports all our people in performing at their best, helping both engage people and improve well-being, while helping us all to deliver and achieve good business results. Inclusive design is quite simply, good design.

Achieving an inclusive environment is everyone's responsibility: from clients, such as HMRC and HM Government, who commission new buildings; through to property professionals, designers and engineers who help create new places; and the building users and facilities managers, who work in and manage our buildings and offices. In working to achieve an inclusive environment, HMRC supports and meets the Construction Industry Council's 'Essential principles for Clients, Developers and Contractors', which sets out how these different stakeholders can achieve an accessible and inclusive environment.

In working with these principles and integrating them into our designs, and the development and management process, from project inception through to completion and occupation, HMRC:

- places people at the heart of the design process;
- acknowledges diversity and difference;
- offers choice where a single design solution cannot accommodate all users;
- provides for flexibility in building use; and
- aims to deliver buildings and environments that are convenient and enjoyable for everyone to use.

3 Our design approach

HMRC aims to be an inclusive organisation. The Departmental Diversity and Equality Policy states HMRC will 'employ a diverse workforce that represents the community we serve' and that it will 'promote an inclusive environment for all our employees'. Inclusivity is at the core of our values.

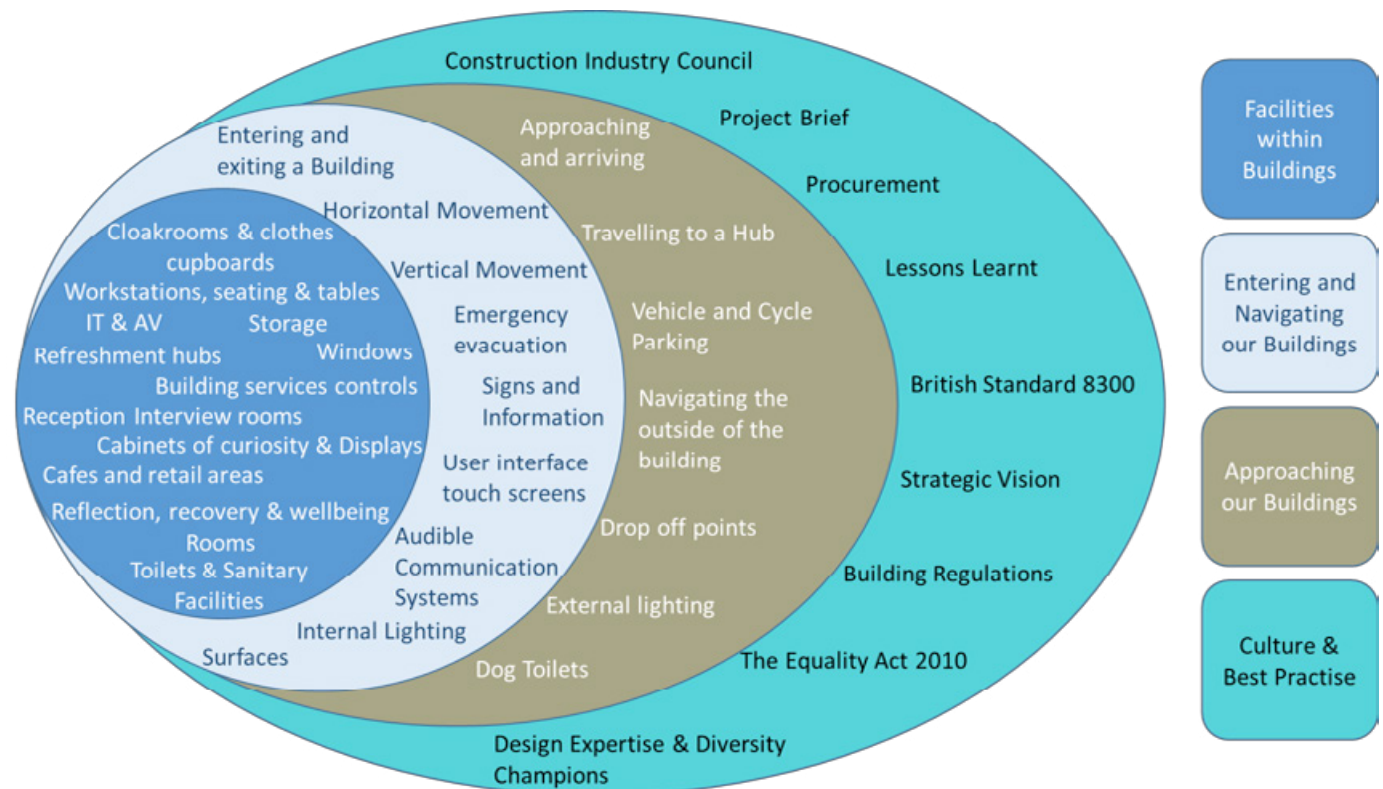
Because we take these aims seriously we will comply with all legislation related to inclusive and accessible design and aim to meet and exceed best practice guidance developed by industry. This includes:

- The Equality Act 2010 (Disability Discrimination Act 1995 in Northern Ireland)
- Building Regulations Approved Documents K and M
- Best practice guidance recommended in British Standard 8300 (2018).

Our aim is to go beyond legislation and guidance, by engaging with our people and continuously learning lessons around building use as we progress through the Building our Future Locations Programme. We will use the Construction Industry Council's principles for creating an accessible and inclusive environment for clients, developers and contractors to help us deliver fully inclusive and accessible offices and buildings.

This Design Guide provides the detailed information upon specifications and design that our internal design teams and external delivery partners will need to comply with to deliver workplaces that meet our vision. The bulk of this guide is therefore divided into three technical sections which walk through each individual element of a building, from:

- how people approach and arrive at our buildings;
- to how they enter and are met, then move around, and experience our buildings;
- to the facilities we provide within our buildings - our core and collaboration areas, our learning and quiet zones, our reflection rooms, cafes and retail areas, through to our provision of inclusive and accessible toilets, showers, changing rooms and cycling facilities.



3.1 HMRC Accessible Workplace Statement

This Guide works alongside HMRC's Accessible Workplace Statement, which demonstrates HMRC Values by setting out HMRC's approach to accessibility.

The general principles of the Statement are that we will aim to make our estate as inclusive to as many people as possible by including many accessibility features as standard and that this Inclusive Design Guide will set out the standards that we have asked our architects and designers to aim to achieve across our estate to create inclusive and accessible places to work.

Through providing greater accessibility, we will reduce the number of individual reasonable adjustments, but where our estate or IT capability does not meet the needs of a disabled jobholder or applicant, we will aim to make reasonable adjustments to remove any disadvantage they experience because of their impairment.

Reasonable adjustments should be effective and practicable for both the employee and for HMRC. Detailed guidance and the process for reasonable adjustments is available in the Disability: Reasonable Adjustments Policy.

Managers and jobholders should record all agreed reasonable adjustments including IT requirements using the Workplace Adjustments Passport, which should be formally reviewed at least six-monthly to ensure reasonable adjustments remain effective and practicable. Workplace Adjustment Passports reflect an individual's needs: because all buildings are inherently different, solutions to mitigate an individual's impairment will not necessarily be the same in one building as it is in another.

3.2 Our approach to supporting people to travel to work

The majority of our future estate will be located in city centres, with easy access to public transport and in line with Government Hubs policy, we will not provide general commuter parking at the majority of our future estate.

As described in this Guide, we will provide an accessible drop off point located as close as possible to an accessible entrance, but the location of accessible parking may vary across the estate. We will consider accessible parking as a reasonable adjustment where required by jobholders if there are no other reasonable alternatives to enable access to work.



3.3 Our approach to supporting people with changing locations

HMRC recognise that changing work location can be an anxious time for all jobholders. To help people familiarise themselves with the new working environment, we will provide opportunities for jobholders to visit one of our existing future workspaces, or spend time working in a future workspace test environment. We will also provide opportunities for jobholders to visit their new workplace as early as possible before the planned move date.

We will capture the jobholders' reasonable adjustments ahead of office moves and include these requirements into our building plans. Jobholders and managers will discuss reasonable adjustments during the one-to-one discussion that takes place around twelve months before an office move, including any IT or telephony requirements. Design Teams will work with staff managers to identify significant reasonable adjustments 24 months ahead of moves, in order to give time to plan for these requirements.

We will provide guidance and learning to support managers in the process and where managers need extra support in complex cases there will be an escalation route to inform decisions around reasonableness of a requirement. Support from Occupational Health and/or Access to Work may also be available to support decisions.



4 Other design considerations



In seeking to ensure that inclusive design lies at the heart of our new buildings, we recognise that our plans need to balance a very wide range of other design considerations. Key amongst these are:

Physical Security & Resilience

In order to deliver our key objectives, ensure the safety of our people and protect information and buildings. Our workplaces will have security at their heart. HMRC has set out how we will ensure security in our 'Physical Security & Resilience Design Guide'.

Building Regulations and Health and Safety legislation

Building regulations and other legislation set out a wide range of controls to ensure that the development of the built environment provides buildings and spaces that are safe for people to use, conserve fuel and power, provide acoustic insulation and address the welfare and convenience of building users. Compliance is a legal requirement. In addition, the Estates Health & Safety Management System provides a mechanism to facilitate HMRC management of health and safety on our estate.

Planning approval and listed building and conservation area consents

The Local Planning Authorities have primary responsibility for all aspects of planning approvals and listed building and conservation area consents, although they will often be advised by the relevant national 'heritage' organisation, whose views they must in some cases follow. No development may legally take place without the prior approval of the local authority.

National heritage organisations

The national heritage organisations, Cadw, Historic Scotland, Department of Environment Northern Ireland and English Heritage (covering Wales, Scotland, Northern Ireland and England respectively), work in partnership with central government departments, the devolved administrations, local authorities, voluntary bodies and the private sector to:

- Conserve and enhance the historic environment;
- Broaden public access to the heritage; and
- Increase people's understanding of the past.

They advise planning authorities on listed building and conservation area consents. In some cases, their advice is binding.

5 Inclusive Design strategy

Our Inclusive Design strategy demonstrates how our vision for inclusive workplaces will be developed and implemented over the course of the project. It helps to inform our architect's initial vision and the procurement process. It also provides us with the opportunity to identify people and expertise necessary to deliver an inclusive environment and to monitor consistent implementation of the principles throughout the later stages of the project. The Strategy is implemented at each Royal Institute of British Architects (RIBA) stage:

RIBA stage	Project stage	Inclusive design activities
0-1	Strategic vision	Commit to implementing an inclusive design process and identify an Inclusive Design Champion
2	Final client brief	Embed principles of inclusive design into brief
2-3	Budget estimates	Ensure that costs address accessibility and inclusivity, including costs of access expertise on project team from inception through to completion
2-4	Procurement process	Incorporate principles of inclusive design into procurement requirements
3	Development agreements	Make explicit reference to meeting best practice standards in any development agreements
2-3	Master plan and outline designs	Initiate early consultation and engagement with strategic user groups representing people with protected characteristics
3	Planning application	Use the design and access statement to demonstrate how the highest standards of access and inclusion have been achieved
4	Building control application	Demonstrate in any access strategy how access solutions have met the vision of an inclusive environment
4	Detailed design and product selection	Maintain vigilance in the detailed design and product selection to ensure that inclusive access and facilities are delivered
5	Construction phase	Ensure that any value engineering or other changes during the construction phase are not to the detriment of inclusive design or accessibility
6	Appraisal at project completion	Audit accessibility and means of escape provisions prior to completion using access expertise
7	Fit-out and post-occupancy evaluation	Maintain levels of accessibility and ensure that staff are fully trained in use of facilities
7	In-use management policies, practice and procedures	Monitor future changes and embed principles of inclusive design into planned maintenance programmes
7	Long-term occupancy, end-user/ public feedback	Review end-user feedback, tailored audit changes and customer surveys, for inclusive design lessons learned

6 Principles of Inclusive Design



The Construction Industry Council (CIC) sets out six essential principles for clients, developers and contractors who wish to create inclusive and accessible environments. HMRC is proud to support these principles and will apply them to how we transform our estate.

The principles are:

6.1 Vision

We champion and commit to achieving an accessible and inclusive environment in our strategic vision.

Our Locations Programme Blueprint sets out our vision:

"...(we will) deliver great spaces and places for everyone, allowing our people to access and work in our buildings confidently, independently and with dignity regardless of their age, disability, race, religion, gender or sexual orientation."

HMRC is proud to champion diversity and inclusion. We have diversity champions for each of the Equality Act's protected characteristics. Each Champion sits on HMRC's Executive Committee and proactively supports and help build a culture of inclusivity across HMRC. In addition the Estates Transformation Programme has an Inclusive Design Champion at programme level. The Programme Inclusive Design Champion promotes inclusive design

at programme level and challenges progress against inclusive design standards on each Project Board.

Our Programme Champion monitors and encourages the constant application of inclusive design principles throughout the course of development. She informs and influences design and procurement to ensure that inclusive design remains at the forefront of each project and engages directly with disabled people in order to innovate and push boundaries. The Programme Champion works with the Inclusive Design Lead and his team who have a detailed technical understanding of each project.

At all levels, our champions, development partners, design and construction teams work with each other and our inclusive design team to exchange best practice and new ideas, and celebrate success and promote awareness of inclusive design.

6.2 Brief

We set out the tools, mechanisms and processes we will use to implement an inclusive development process in our Client Brief.

Our Inclusive Design Strategy, shown at section 5 of this Guide, sets out how we implement an inclusive development process.

From the very beginning of our engagement with our architects and development partners, we set out in our Client Brief the importance we place on inclusive design. As part of this, we stressed our strategic vision for inclusive design and produced detailed papers, including a Blueprint and Design Guides, outlining how we wish our partners to focus on inclusivity.

We also provide our development partners and internal design teams with a copy of our Inclusive Design Guide, which provides guidance for our purchasing decisions and describes the technical details, dimensions and specifications we expect our Hubs to meet.

6.3 Budget

We structure our budget from the outset for implementing our inclusive design strategy.

Our Inclusive Design Strategy and Inclusive Design Guide make clear to our development partners the importance we place on inclusive design and provide guidance for how this can be achieved. By doing this from the beginning we ensure that accessible design elements in all our buildings are fully integrated into mainstream design. Because we do this at an early stage, the impact on our budget is minimal, as the design decisions taken are simply those that work well for everybody.

To help us do this, our budget allows for us to engage inclusive design experts as plans develop. These experts include external consultants, our own fully trained inclusive design experts and our own internal disability networks and specialist teams.

The approach is cost effective in the medium and long terms, as it significantly reduces the number of reasonable adjustments we might otherwise need to make during the lifetime of a building. By their very nature, retro-fits are expensive, thus by ensuring our buildings are fully inclusive from the outset, we reduce and prevent the need for making expensive changes later.

6.4 Procurement

We make addressing inclusive design principles a requirement of our procurement process and include it in our development agreements.

When we award contracts, we ensure that our partners understand our focus on inclusive design, and take care to provide sufficient information to those partners, so that they can build inclusion into the design solutions they offer us.

When we engage with our suppliers we challenge them to find us more inclusive solutions and ensure that they place due weight on inclusivity. When construction takes place we work to ensure it is delivered to the standards set out in our design guides.

We help our partners deliver the most effective solutions by focussing on the importance of inclusivity to us so that they have the confidence to tackle issues upfront and where possible innovate and push boundaries.

6.5 Expertise

We use access and inclusive design expertise throughout the Locations Programme and engage and consult effectively with a diverse range of building users.

While all of our design team and our delivery partners have an awareness and understanding of inclusive design, not everyone can be an expert. Throughout the Programme, we therefore regularly call upon experts in inclusive design to help us better understand the needs of our people; help inform our delivery partners of effective solutions and then support the review of proposed designs.

These experts will be our external consultants, who are qualified and registered as Inclusive Design Consultants, but we also recognise we have a wealth of experts within HMRC itself. These experts include our Disability Network, who we invite to tour our completed and semi-completed Hubs, to help us identify issues and find new solutions; our Reasonable Adjustments Support Team (RAST), Locations Programme Adjustments Support Team (LPAT) and Occupational Health Team, who all have day-to-day experience of accessibility issues and solutions; our Trades Unions, who have a wealth of experience in supporting members and championing good work places, and our own Inclusive Design Team, who have a range of technical qualifications and experience, including externally accredited training delivered by the Centre for Accessible Environments.

While we regularly engage with each of our experts to help us deliver better solutions for our people, we also use best practice guidance and technical material, such as British and European Standards as the basis for this document and our work.

6.6 Review

We will monitor and appraise the outcomes of our approach and use lessons learnt to enhance our future projects.

From the outset of Building our Future, every single person in HMRC was invited to take part in a nationwide conversation as to how we could build new ways of working and create offices and workplaces that would support our ambition to be world class. We used consultation and feedback to create four showcase offices, each one learning lessons from the last. We used workstation and space surveys, workshops, and frequent meetings to gather feedback to inform our design teams and partners so that they could help us create the environment our people need and deserve. Lessons learnt from the Showcase Offices have included careful attention to design of accessible toilets; use of coat cupboards rather than cloakrooms due to access issues and making sure that quiet rooms and other small rooms are well ventilated and large enough to manoeuvre a wheelchair in.

As the first of our Regional Centres have begun to open, our User Experience Team have been continually consulting with end users, the Disability Network, faith groups, the trade unions, facility managers and design partners to seek feedback and identify improvements. The team also obtains feedback through surveys and

focus groups, run both by the project and by the Centre for Data Exploitation, in CoDE; and from building management teams, both during 'soft openings'/soft landings and post occupation. The lessons they identify are fed forward to ensure that all our new buildings are as good as they can be. Where it makes sense to do so, we also apply these lessons to our existing buildings.

Our Soft Landings Team help moves into new locations go as smoothly as possible. They ensure that buildings are secure and safe prior to occupation; that hard and soft facilities management contracts are in place and that all relevant plans have been tested. They then ensure all our people become familiar with any relevant evacuation strategies and accessibility aids upon occupation. They also develop a detailed knowledge of the buildings, and help identify issues and support solution finding.

Where changes are required, the reasonable adjustment process provides routes for quick changes and provides reports of the type of change that has been requested, supporting review and wider changes as necessary.

Monitoring and review will continue throughout the programme. This will ensure that any changes to our buildings do not negatively impact upon inclusivity, and that any improvements can be identified and implemented.

7 Approaching our buildings

7.1 Approaching and arriving at our buildings

The approach to our buildings will be arranged in such a way as to maximise their accessibility. Our buildings will:

- take account of gradients across the site, so as to optimise use of contours and levels for ease of access and egress;
- be orientated so that it is simple and straightforward to find the entrance, with routes clearly integrated with wayfinding and signage;
- be integrated with cycle and mobility vehicle parking, and access to public transport; and
- have entrances that are inclusive and emergency exits that enable easy management of emergency evacuation, according to anticipated numbers and diversity of need.

We will provide clear signs at each of our buildings which identify them and indicate the main entrance to each building.

Vehicle and pedestrian routes will be easily identifiable, predictable and direct. Pedestrians will have at least one step-free, straight line route, with all inclines being low-gradient. Where reasonably practicable, and subject to security considerations, we will seek to ensure all turns on an accessible route are close to 90°.

We will seek to use spatial, physical and environmental clues to help people plan and navigate moving from one place to another. Wayfinding will be provided in a format that works with at least two senses – that is, audible, tactile, visual and olfactory. Pathways will not be obstructed by clutter, and where street furniture is required, we will integrate and combine them as much as is possible. We will use the examples suggested in BS 8300-1:2018, clause 5.2.4 to help us design wayfinding.

Pedestrian paths will have a detectable demarcation which can be followed by people who are visually impaired, for example a wall, building line, kerb edge, grass verge, barrier, or clearly detectable change in texture of the surface underfoot. Visual contrast will also be provided.

Where possible, we will use trees, planting and soft landscaping to assist with way finding, but we will ensure that they, including their roots or any raised planters, are not located within clear pedestrian routes. There will be a smooth transition, level finish and accessible surface surroundings for tree pits and joints in surface features will meet the recommendations in BS 8300-1:2018, clause 8.4.1.

7.1.1 Information and signage

Our sites will have directional signs which specifically identify accessible and step free routes to our buildings. Signs will give as much information as possible to assist people in planning and navigating their route, including distances and gradients where appropriate. Signage should reaffirm directions on a route that continues over a long distance or at changes in direction. The shape, materials, colour and typeface of signs will be consistent throughout an area. All information on signs will have a high level of contrast with the sign background.

Information and signage will be located where it is clearly identifiable and visible from all directions and be lit in accordance with section 7.6 below. Signs will be placed carefully, so as not to be a hazard on access routes, nor be obscured or missed, for example as on low level walls, or within shrubbery or hidden by vehicles.

Accessible orientation information plans (“you are here”) will be provided in accessible places, alongside main accessible routes, and positioned in a space out of the pedestrian flow that allows for people to stop and study this without restricting access routes. Maps should indicate North and should incorporate tactile embossing.

7.2 Travelling to a Regional Centre/ Government Hub

HMRC is committed to developing a Commuter Travel Strategy that puts our people at its centre, supporting them to make business and commuter travel choices that are simple, safe and sustainable. To support and drive the success of the Strategy, we will produce a specific Workplace Travel Plan for each of our Regional Centres/Government Hubs, developed in partnership with the sustainable transport charity Sustrans. Plans will be published three months prior to each Hub opening.

The focus of our plans will be to make travel simple, by:

- selecting buildings in locations with excellent public transport links to help deliver seamless journeys for our staff;
- carrying out detailed travel audits that assess facilities at key transport nodes and provide recommendations to incentivise and support the use of sustainable transport;
- providing comprehensive up-to-date travel information, recommended routes and accessible routes on dedicated intranet pages;

- providing opportunities for colleagues with visual and neurological impairments to undertake familiarisation visits;
- offering support, including facilities for cyclists, travel discount schemes (where available) and guidance.

We will also make travel safe, by:

- ensuring there are accessible, well-lit walking routes between major transport nodes, such as train and bus stations and our buildings;
- working with local authorities and other organisations to deliver, where possible, safer cycle routes and bespoke training;
- providing amenity space for people to use if they arrive before work or stay late after work to use public transport.

Increasing, commercial property prices mean car parking space in new developments is becoming more expensive. At the same time, local authorities are actively encouraging developers to limit parking in new developments to encourage more people to travel by alternative modes of transport. As a result HMRC will not provide commuter parking at its new buildings, and any parking which may be available will be limited to official vehicles and accessible spaces.



7.3 Drop off points

All of our workplaces will provide a designated setting down point or picking up point, suitable for disabled passengers. The setting-down point will be clearly indicated, provided on firm and level ground, with a dropped kerb.

The surface of the access route, being alongside a setting down point, will be laid level to allow convenient transfer into and from a wheelchair. Where possible the drop-off point will have a weather cover. Dimensions of the drop-off space and design of the drop curb will comply with BS 8300-1:2018, clause 6.1.

Although the exact location of the setting-down point will be informed by security considerations, planning conditions and site layout, it will always be as close to the main entrance as possible. Where this distance exceeds 50m, we will seek to provide seating halfway along the route, or at intervals of no greater than 50m.

7.4 Vehicle and cycle parking

7.4.1 Vehicle parking

Our buildings will be inherently busy offices, with day to day vehicular access needs for deliveries, visitors, official vehicles and hire cars. In line with 'Greening Government' policy, our sites will not typically provide commuter parking for staff.

While Estates will provide the parking facilities detailed below, Human Resources will own the Parking Policy and determine the allocation and prioritisation of spaces.

In accordance with BS 8300-1:2018, clause 7.4.2 we will seek to provide designated accessible parking spaces where parking exists. Where parking is available, we will provide one space for each employee who is a disabled motorist, plus 5% of the total visitor capacity for visiting disabled motorists. This may be on street parking where vehicles are parked parallel or at an angle to the carriageway, or part of an off street car park.

Where designated on street parking spaces are provided, we will aim that they be sited where road gradient and camber are reasonably level, e.g. 1:50. A dropped kerb (with associated blister paving) or level surface will be provided to permit convenient access from the parking space onto the pavement. Spaces will be 3.6m wide by 6.6m long, permitting access to the rear of a vehicle to use a ramp or tail-lift and to enable the driver or passenger to alight on the side where traffic might be passing.

Where designated off street parking spaces are provided, any spaces marked as accessible will be solely for the use of disabled people. These spaces may not necessarily be adjacent to our building, but will be as close as is feasible

to the entrance, and with an access route in accordance with section 7.5 below. While we will aim for any spaces to be within 50m of our building's entrance, where this is not possible, seating will be provided at intervals not greater than 50m along the accessible route.

Designated accessible parking spaces in uncovered parking areas will be located on firm and level ground. Spaces will be 3.6m wide by 6.0m long and in accordance with figure 4 of BS 8300-1:2018, clause 7.6 and marked in accordance with figure 5 of the same clause.

Where designated spaces are provided in multi-storey car parks, clearance height will be at least 2.6m, spaces will be clearly signposted and, where practicable, at the same level as the accessible entrance of our building, or the main access route to and from the car park. If this is not feasible, a conventional passenger lift or ramp should be provided. Signs will be provided at the entrance to each car park and at each change in direction, to direct motorists to the relevant designated accessible parking spaces.

Where there are barrier control systems at carparks, we will aim to ensure that systems for car park barriers should be operable by the driver without leaving the car, with no plinth extending into the carriageway by more than 50mm beyond a line taken vertically from the front face of the control panel. We will also seek to ensure there are means of calling for assistance, e.g. a call button located on the barrier control panel and an emergency telephone number displayed at the barrier. The phone system at the security control point should be capable of receiving texts, or a phone number which is continuously monitored should also be displayed, as an alternative method of receiving a texted call for assistance.

Where single garage spaces are provided, they will be level, accessible and under cover with a vertical clearance of not less than 2.6m. A garage will be at least 4.2m wide by 5.7m long, preferably with power operated doors, operable from inside the vehicle.

7.4.2 Cycle parking

HMRC have developed an ambition that will ensure each Regional Centre provides the best possible cyclist facilities so that its people can reap the many benefits associated with cycling including improved health and wellbeing, financial, environmental and social impacts, contributing to a happier, healthier, more energised workforce.

This ambition will also actively facilitate HMRC's Commuter Travel Strategy, which commits to supporting people to make commuter travel choices that are simple, safe and sustainable.

Our buildings will provide cycle parking in clearly defined areas. Stands will contrast visually with the background and have a tapping rail or similar barrier for the extent of the stand, with its underside not higher than 150mm above ground level. Cycle stands will not extend into access routes.

Cycle parking will include spaces for adapted, outsize cycles. These spaces should be provided with a wall mounted power supply, such that an outdoors wheelchair may be parked and re-charged in the outsize cycle space when the owner is using the cycle.



7.5 Navigating the outside of the building

7.5.1 Accessible routes

All our Regional Centres will have continuous accessible routes in the following locations:

- from designated accessible car parking spaces and cycle parking to all accessible entrances to sites and buildings;
- to and from facilities associated with a Hub, and in the immediate vicinity of the Hub, including any designated smoking areas and emergency egress assembly points;
- between accessible entrances and any other subsidiary entrances and buildings, if external movement is provided between them;
- between buildings which form part of the same Hub, and
- where feasible and reasonably practicable, from public transport stops to all accessible entrances to sites and buildings.

Accessible routes will not contain steps, stairs, turnstiles, revolving doors, escalators or other features which constitute a barrier to disabled people, unless a suitable means for bypassing the barrier has been provided close by and is always available for use. Routes on level ground should have resting places not more than 50m apart and be lit in accordance with BS 8300-1:2018, clause 11.1.

The minimum surface width of an accessible route (i.e. between walls, kerbs or path edgings) will be at least 1.8m, maintained up to a height of at least 2.5m above ground level. Where reasonably practicable, we will seek to increase the width of accessible routes to above 1.80m, but in exceptional circumstances, where the surface width is less than 1.8m, passing places will be provided, with dimensions in accordance with BS 8300-1:2018, clause 8.1.3. In no circumstance should a narrowing reduce the width below 1.2m and in no circumstance should the narrowing extend for more than 2 metres.

The route will have a continuous detectable physical edge which people who are visually impaired can follow.

All accessible routes should be level along their length (i.e. less than 1:60), or where necessary, gently sloping, i.e. less than 1:20. Where, exceptionally, a slope is steeper than 1:20, the provisions relating to ramps, below, must be complied with. Where a slope is between 1:60 and 1:20, level landings will be provided for each 500mm rise.

The cross-fall gradient across a level access route should not exceed 1:50, except when associated with a dropped kerb or adjacent resting place. Where there is no cross-fall to a landing, there should be adequate draining to ensure that there is no ponding at the foot of a ramp or slope.

The location of emergency egress points should not cause difficulties for disabled people, particularly people with limited mobility and people who are visually impaired.

7.5.2 Hazards on accessible routes

Street furniture, such as signposts, litter bins, seats, service outlets, utility cabinets and cycle stands, must not reduce the width of any accessible route to below 1.8m, or interfere with the route's continuous detectable physical edge. Regardless, all street furniture alongside an accessible route should be clearly apparent, e.g. by ensuring that they contrast visually with their background. Any furniture should be located in line with each other, to create a predictable readable arrangement.

Low level walls and security features, typically below 1.0m, and free standing posts (e.g. lighting columns), must contrast visually with the background against which they are seen and must not hide changes in level. Columns or posts should incorporate a band, 150mm high, whose bottom edge is 1.5m above ground level, and which contrasts visually with the remainder of the column or post. Free standing columns that support an entrance canopy should not be positioned within the width of an accessible route.

Except when required as a security measure, low level posts, e.g. bollards, must not be located within an accessible route. Where they are, they must be spaced at least 1.2m apart, be at least 1.0m high, not be linked with chains, have no horizontal projections, not taper towards the ground, but must contrast visually with their background and have a 150mm deep contrasting strip at their top.

Security furniture, such as bollards and raised planters will be at least 150mm above ground level and contrast visually with the surrounding surface finishes to ensure that they are recognizable. They will not taper downwards, so as to ensure that the ground level detectable outline is an accurate reflection of the extent of the planter throughout its height.

When sited alongside an accessible route, both utility cabinets and waste bins should have a minimum height of 1.0m from ground level; bin openings must be 1.0m from ground level. Bins should be detectable at ground level, incorporating a consistent profile throughout their height from ground level, or a form of ground level detection, plinth or tapping rail should be provided to assist people who are visually impaired in detecting the bin.

No street furniture, bollards, or free standing posts and columns, will have a highly reflective finish.

Unless in exceptional circumstances, drainage channels and service outlets/covers should not be positioned along the accessible route. Where they are, they must be set flush with the surrounding surface and be slip resistant with similar frictional characteristics to the surrounding ground surface, in both wet and dry weather conditions. Slots in gratings must not be more than 13mm wide and should be set at right angles to the dominant line of travel. Circular holes in gratings should have a diameter not more than 18mm.

Tree grilles must be avoided. Smooth or paved permeable surfaces should be used wherever practicable.

7.5.3 Hazard protection

No object should project into or be located within an accessible route. However, if this is unavoidable, hazard protection should be provided.

Hazard protection will include a tapping rail with its underside not higher than 150mm above ground level, or an upstand or barrier at least 150mm high. Hazard protection will contrast visually with the surrounding background and not extend beyond the front edge of the object, nor be set back more than 100mm from its front edge. In addition, guarding at a level between 900mm and 1,100mm from the surface of the accessible route should be installed each side of the obstruction.

Water features should not be located within a clear pedestrian route or along a desire line. They should be positioned such that if blown by the wind (e.g. fountains), they do not affect people using pedestrian routes. If a water feature is designed to be used or interacted with, all people, no matter what their age or ability, should have the opportunity to do so or not do so if they choose. The extent of a water feature should be highlighted by the use of colour contrast, textural variation and sound so that it is clearly identifiable.

Areas below stairs or ramps where the soffit is less than 2.1m from ground level will either be enclosed or have a protective guardrail and low level cane detection, or a continuous barrier extending at least 900mm above ground level.

Where there is a change in level between the accessible route and the surrounding area, the risk of falling should be assessed, and appropriate measures taken.

Hazard protection is not required for small encroachments upon accessible routes, as specified BS 8300-1:2018, clause 8.2.2.1 figure 9.

7.5.4 Paving

Accessible routes will have a firm, slip resistant and reasonably smooth surface. Cobbles, bare earth, sand and un-bonded gravel will not be used. Bold surface patterns will not be used. Visual contrast will demarcate boundaries.

Appropriate tactile paving will be used where necessary, to provide warning, guidance or information to people who are visually impaired, in accordance with government 'Guidance on the use of tactile paving surfaces'.

Deterrent paving will be avoided in the immediate vicinity of any accessible route. Where its use adjacent to an accessible route is unavoidable, measures should be taken to minimize the risk of harm to users. Where deterrent paving is used, it will contrast visually with the surrounding surfaces.

With the exception of recognized tactile paving surfaces, undulations in the surface of paving, whether paving slabs, split York stone, blocks, bricks or formless materials such as concrete or asphalt, will not exceed 3mm under a 1m straight edge. Joints between adjacent paving units or utility access covers and paving units will be finished as described in BS 8300-1:2018, clause 8.4.1.



7.5.5 Gates and barriers

Any side hung gate on an accessible route will be capable of opening in both directions and of being opened easily with either hand. They will be self closing. The catch to any gate will not require the user to have to pinch or twist their hand to operate it. Gates should be a minimum of 1.0m wide, and should have a 300mm clear space to both the pull and push sides of the leading edge. Gates should be of open construction to allow a user to see anyone or thing approaching from the opposite side.

Fencing and guardrails will contrast visually with their background and will have a ground level tapping rail or lower edge with its underside not higher than 150mm above ground level. All fencing and guardrails will be at least 1.0m high from ground level.

7.5.6 Steps

Any steps on accessible routes to and from our buildings will have risers of between 150mm and 180mm and goings of between 300mm and 450mm. Both the rise and going of each step within a flight and each step in a series of flights will be uniform. Where reasonably practicable, we will avoid risers that are tapered or feathered, along our accessible routes.

Where reasonably practicable, we will seek to ensure that all treads and risers will be solid and opaque. Where practicable, a step will not overlap the one below, but if there is an overlap, the nosing will not project over the tread below by more than 25mm.

No single flight will contain more than 20 risers and where practicable, the numbers of risers in successive flights will be uniform. There will be a minimum 30° change in the direction between flights of steps if there are more than 36 risers in consecutive flights.

Single steps will be avoided and ramps should be provided in their place where a change in level is less than 300mm over a gradient of 1:20 or steeper. Where a ramp is provided for a change in level of 300mm or more, steps will also be provided.

The surface width of a flight of steps, between enclosing walls, strings, balustrades or upstands, will be a minimum of 1.2m, and the width between handrails should be not less than 1.0m. Where the width between handrails exceeds 2m, the flight should be divided into two or more channels with a distance between handrails of not less than 1m and not more than 2m.

Each step nosing should incorporate a durable, permanently visually contrasting continuous material, for the full width of the step on both the tread and the riser, extending 50mm to 65mm in width from the front edge of the tread and 30mm to 55mm from the top of the riser. The whole tread or the nosing should incorporate a slip resistant material and be free from patterning.

There will be a level landing at the top and bottom of each flight of steps, whose length, clear of any door or gate swing, will be not less than the surface width of the flight.

There will be appropriate tactile paving at the top and bottom of each flight of steps, excluding intermediate landings with continuous handrails. Where the approach to the steps is wider than the flight, the tactile surface should extend beyond the line of each edge of the flight, in accordance with figure 11 of BS 8300-1:2018, clause 9.1.



7.5.7 Ramps

As far as is practicable, our buildings will be designed so as to eliminate the need for ramped access along accessible routes. Where the change in level is such that a portion of the accessible route needs to have a gradient of 1:20 or steeper however, the access should be ramped. Where ramps are in place, we will always provide alternative stepped access.

Where a ramp is necessary, its existence and location should be clearly indicated to a person approaching it. If the beginning of the ramp cannot be located close to the accessible entrance, information should be provided to direct users to the correct location. The text should be in large characters, contrasting visually with their background, and be accompanied by the International Symbol for Access.

A ramp will have the lowest practicable gradient within the range 1:20 to 1:12 and the maximum corresponding length between landings. The gradient of a ramp flight in relation to its going will comply with permissible relationships shown in BS 8300-1:2018, clause 9.2.2 Table 3. No individual flight of a ramp should have a going greater than 10m or a rise of more than 500mm. If a series of ramp flights rises more than 2m, an alternative means of step free access will be provided.

The surface width of a ramp, between walls, upstands or kerbs, will be a minimum 1.5m. Where wider ramps are divided into separate channels, no channel should have a surface width less than 1.5m.

Minimum landing widths will be 1.5m, clear of any door swing or other obstructions at the foot and head of any ramp. Intermediate landings of at least 1.8m long by 1.8m wide, clear of any door swing or other obstruction, should be provided as passing places where there is no clear line of sight from one end of the ramp to the other, or where there are three or more flights.

There will be a continuous upstand of at least 100mm high at any open edge of a ramp, which will contrast visually with the surface of the ramp.

Surface materials will contrast visually with landings and edge protection; be durable and easy to maintain, and be slip resistant when wet, to allow for rain and other environmental factors. To maintain traction, a sloping surface will have a higher slip resistance than an equivalent level surface. Where different materials are used for the flights and landings of a ramp, their frictional characteristics will be similar. Tactile paving will not be used at the top and bottom of ramps.

7.5.8 Handrails

Handrails will be provided on each side of a ramp or flight of steps, throughout its length (including intermediate landings where this does not obstruct the use of adjoining accessible routes). The top surface of the handrail will be between 900mm and 1.0m from the surface of a ramp or pitch line of a step and between 900mm and 1.1m from the landing.

Balustrades will be designed in accordance with BS 6180:2011 clauses 5 and 6, and be strong enough to withstand inadvertent impact from an electrically powered wheelchair or electric mobility scooter. Warning signs will be placed in suitable locations, restricting vehicle speed to 4 mph on all pedestrian walkways where guarding or balustrades are required.

Handrails will be:

- a. easy and comfortable to grip with no sharp edges, but able to provide adequate resistance to hand slippage, with an external perimeter of between 100mm and 160mm and preferably having a flatter profile;
- b. continuously graspable along its entire length without obstruction;
- c. finished so as to provide visual contrast with the surroundings against which it is seen;
- d. terminated to include a minimum 300mm long section in the horizontal plane beyond the start and finish of the ramp or the last nosing of a stair, at both top and bottom;

- e. terminated in a way that reduces the risk of clothing being caught;
- f. strong enough to support users and fixed to the structure in a way that supports the required loading.

A handrail with an oval profile should have dimensions of 50mm wide and 39mm deep. The profile should have rounded edges with a radius of at least 15mm. Any circular handrail should have a diameter of between 32mm and 50mm.

There should be a clearance of between 50mm and 75mm between a handrail and any adjacent wall surface, and any handrail support should meet the handrail, centrally, on its underside. The clearance between the bottom of the rail and any cranked support, or continuous balustrade, should be at least 50mm to minimize the risk of the handrail supports interrupting the smooth running of a person's hand along the rail. The inside edge of the handrail (the edge nearest to the walking line) should be not more than 50mm outside the surface width of the stair.

Handrail fixings should be designed in accordance with BS 8300-1:2018, clause 9.3.4.

Handrail materials should have low thermal conductivity, preferably timber or nylon sleeved steel tube, although stainless steel is also acceptable.

7.6 External lighting

External lighting will take account of the wide range of illuminance between day and night and be informed by the lighting designer's risk assessment of lighting hazards, conducted in accordance with the Health & Safety Executive's guidance, HSG38.

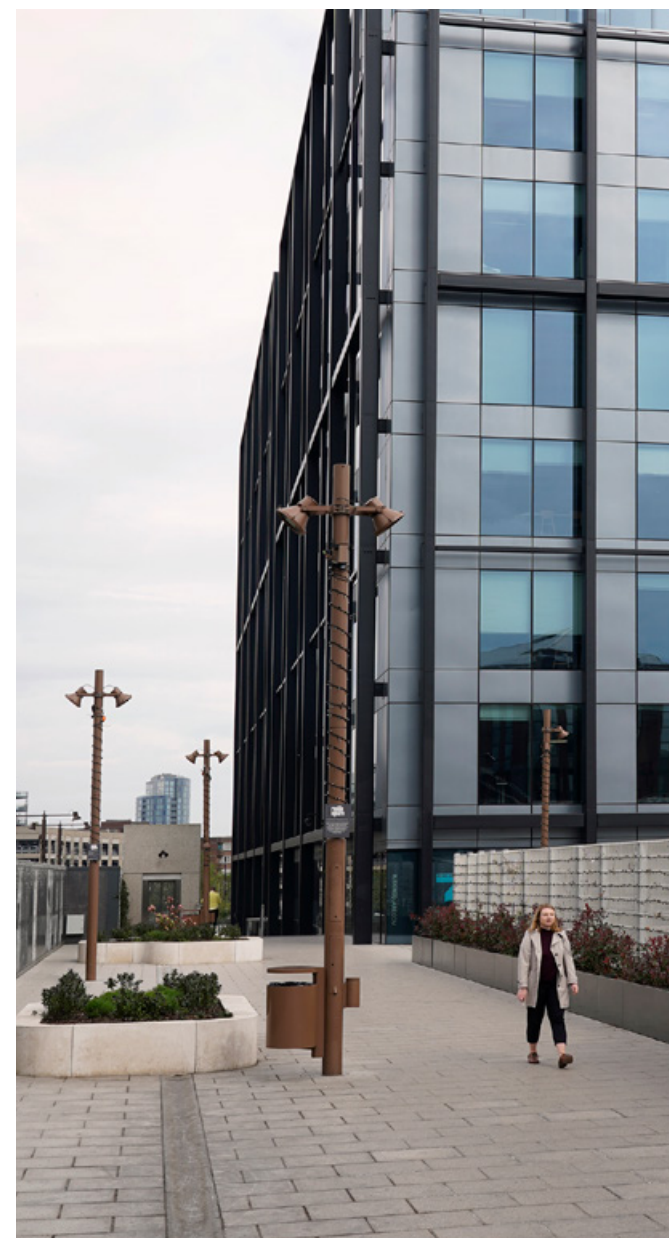
To allow for night time adaptation when a user moves from the inside to the outside of a building, there will be a gradual reduction of illuminance from the internal to the wider external environment.

When using uplighters to illuminate the exterior of our sites, we will ensure that light is directed at surfaces or objects, so as to provide an even or gradual change to illuminance.

Where external ramps are unavoidable, lighting will be evenly distributed, placed so as to avoid glare and cross-shadows and have an illuminance at ramp and landing level in compliance with BS 8300-1:2018 clause 11.1.

Where we have external steps, each flight and landing will be illuminated to provide a clear distinction between each step and riser and avoid the generation of highly contrasting shadows, with illuminance at tread level in compliance with BS 8300-1:2018 clause 11.1.

The entire length of the route from building entrances to drop off points will be illuminated.



7.7 Assistance dog toilets

Assistance dog toilets or spending areas, will be provided to allow people who use assistance dogs to toilet their dogs in a safe and clean manner in line with guidance from Guide Dogs for the Blind Association.

The access route to and from the area will be suitably illuminated, step free and at least 2.0m wide - i.e. wide enough for two ambulant people plus a dog to walk together. Ideally, a roof/shelter will be provided at the gate to provide cover for the owner in poor weather conditions. Adjacent to the entrance will be a waste bin with cover and a supply of plastic bags for picking up dog waste.

A sign saying 'For Guide Dogs and Assistance Dogs Only' will be clearly displayed. The dog relief area will be a secure area of 3m by 4m. The fencing for the relief area will be at least 1.2 metres high. The area will be constructed of 50% hard standing, with a smooth surface to assist cleaning. The other 50% will be grassed where possible. If not, then grass and other plant growth should be present around the outside edge. The base of the run must be positioned with a slight gradient sloping away from the gate towards the rear or one side to assist with drainage. Provision of a tap/hose will ease cleaning of the base area and would enable assistance dog users to provide a drink for their dog.

8 Entering and navigating our buildings



8.1 Entering and exiting a building

Because entrances to a building can often be a barrier to access and egress, we will pay particular attention to:

- the prominence and visual relationship of the entrance with its surroundings, both internally and externally;
- the type of threshold needed to allow safe and step-free access;
- the ease of operation of the entrance door;
- the minimum effective clear width through the doorway;
- the provisions for effective drainage whilst retaining level access;
- transitional lighting to minimize the contrast between external and internal lighting levels.

8.1.1 External doors and entranceways

All entrance doors will be power operated and be either manually activated, controlled by a push pad, coded entry, card swipe or remote control device; or automatically activated, controlled, for example, by a motion sensor or a hands free proximity reader.

The minimum effective clear width of any arrangement of entrance door, clear of any projections from the face of the door, will be 1.0m, as measured in accordance with BS 8300-2:2018 clause 8.3 figure 2. Excepting where

doors are opened by remote automatic control, an unobstructed space of 300mm should be provided between the leading edge of a door and a return wall or other obstruction, but where reasonably practicable will seek to increase this to 600mm.

Approaches to power operated doors will be well defined, level, not at the foot of any ramp, safeguarded and have clearly visible warning signs. Manual activation controls will be at a height of between 750mm and 1.0m from finished floor level, as close to the door as possible without causing a safety hazard and contrast visually with the surrounding background. Where keypads are used, we will seek to select pads with tactile embossments.

Automatically activated powered entrance doors that open towards people entering a building will incorporate clear text indicating their automatic operation and direction of swing. To ensure they open early enough, and stay open long enough to maintain safe entry and exit, the activation device(s) will be positioned to detect traffic at a suitable distance taking account of the width, mass and operating speed of the door. Safety provisions should comply with BS16005:2012, clauses 4.5.1 and 4.6 and BS 7036 0.

We consider revolving doors to always be the least preferred option for any doorway. Except in very exceptional circumstances, the external doors to our buildings will not be revolving doors. Where revolving doors are absolutely unavoidable, an accessible door will be provided immediately adjacent to the revolving door and available for use, unassisted, at all times.

All entrance doors will contrast visually with their immediate surroundings and be well lit and clearly signed. Subject to the needs of security, safety and/or privacy, entrance doors and any associated windows will provide a clear view of the interior of the building, or of the entrance lobby if one is provided. They will not have a mirrored finish, and the frames to glazed doors will be distinguished from surrounding fenestration. Glass doors will have permanent manifestations, preferably two or multi tone, which conform to BS 8300-2:2018 clause 8.3.6 and have edges which will be apparent when the door is open.

Entrance doors and lobby doors will have viewing panels to alert people approaching a door to the presence of another person on the other side, dimensioned in compliance with BS 8300-2:2018 clause 8.3.5 figure 4. Obscure glass panels might be advisable where there are issues of privacy, security and safeguarding to identify the presence, but not the details, of somebody on the other side of the door.



We will seek to ensure that all entrance thresholds will be level and water dispersed by the treatment of external gradients, and/or use of minimally intrusive gullies. Where raised thresholds are unavoidable, they will comply with BS 8300-2:2018 clause 8.1.4

8.1.2 Lobbies

The dimensions and shape of a lobby will allow a wheelchair user to be able to move clear of all door swings. Lobbies with single leaf doors will be avoided wherever possible. Where they are used, the minimum dimensions of such lobbies will comply with BS 8300-2:2018 clause 8.2.5

Any glazing incorporated into an entrance lobby should not create distracting reflections and will be designed in accordance with BS 6262 4. Areas of full height glazing, glazed curtain walling or glazed screens surrounding a lobby will display manifestations in compliance with BS 8300-2:2018 clause 11.5

We will seek to ensure that no columns, ducts and similar full height elements will project more than 100mm into the access route within a lobby. If such projections are unavoidable, a guard rail or other hazard protection contrasting visually against the background should be provided to guide people who are visually impaired around this type of projection.

8.1.3 Reception areas

At all entrances we will have at least 2.0m of flooring which aids the removal of water and debris from the soles of shoes and wheelchair wheels. Barrier flooring will not be dark grey or black in colour, unless it matches the adjacent floor colour. Floors will be free from obstruction and have a firm, slip resistant surface. Signs or pictograms will indicate the direction of lifts, stairs, toilets, circulation routes and other parts of the building.

Reception points will be positioned where the ability of a person who is hearing impaired to lip read is not adversely affected, e.g. due to the presence of windows, glazed screens or mirrors behind the reception point. All reception areas will have microphones and integrated induction loops. The approach to the edge of a counter or desk will be direct and unobstructed, with a clear manoeuvring space in front of the counter of at least 1.8m for the full length of the desk. Reception counters will not be placed in front of backgrounds which are patterned and the desk itself will contrast visually with its background.

All reception desks will include two different height work surfaces, to accommodate staff or visitors who are either standing or sitting (including wheelchair users), proportioned either 1/3: 2/3, of equal lengths, or of any proportion between. The sitting portion of the desk will

have full knee recesses. Relevant dimensions of desks will be in accordance with BS 8300:2-2018 clause 16.3 figure 21.

Seating will be provided and available for people who might be less able to stand while queuing, or while waiting.

8.1.4 Access control systems

Activation points for electronic door entry systems should be located on the latch edge of the door, either on the door face or on the adjacent wall, with the activation point positioned within 200mm of the door. Electronic door entry systems will typically be operated by a proximity-type card, with the activation point at a height of between 900mm and 1.1m from finished floor level.

Entry-phone systems will contain an LED display which indicates that a call is acknowledged. Indication that a lock has been released will be both audible and visible. Any entry-phone system should contrast visually with the background against which it is seen.

Pedestrian security barriers should be used only where their use can be supervised. Barriers will be bi parting and not turnstile, and at least one accessible gate which will have a minimum 1.0m clear opening width. All glass pass gates will have manifestations which clearly contrast with their background. Accessible gates will be clearly

identified as such and have a longer duration dwell time than other gates.

8.2 Horizontal movement

8.2.1 Corridors & passageways

Routes within our buildings will be designed to provide a strong, legible framework. The layout of the building will be clear and the location of key facilities, including entrance doors, reception, stairs and lifts will all be easily identifiable, predictable and served by direct routes.

Corridors, passageways and circulation routes must allow easy, unimpeded movement and provide a sense of location and direction. Floors will be level and not sloped, unless in accordance with section 8.3 below.

Corridors and passageways will be free from all obstructions and either have a surface width of not less than 1.8m or, if less, be provided with passing places, 1.8m wide and at least 1.8m in length, at reasonable intervals. The minimum width of any corridor will be no less than 1.2m, but where reasonably practicable, we will seek both go beyond the 1.2m requirement and minimise the requirement for passing places, by achieving widths of 1.8m. Doors from rooms into corridors and doors across corridors will be accessible. Sizing of circulation routes and approaches to doors will comply with BS 8300-2:2018 clause 9.1 figure 8.

Natural and artificial lighting will be designed with visually impaired and people with sensory/neurological impairments in mind. It will be even, diffused and without glare, reflections or shadows, with illumination levels of at least 150 lux at floor level.

8.2.2 Internal doors

The minimum effective clear width (ECW) of a single leaf door, or the primary leaf of a double leaf door, clear of any projections from the face of the door, such as door furniture, should be as shown in BS 8300-2:2018 clause 8.3 table 2. The effective clear width should be measured as shown in figure 2 of the same clause. Where reasonably practicable, we will always seek to increase the effective clear width of internal doors which lead to an accessible space beyond the minimum requirement. Sliding doors will generally be avoided, but when used will meet these same dimensions.

Excepting where doors are opened by remote automatic control, an unobstructed space of 300mm should be provided between the leading edge of a door and a return wall or other obstruction, although where practicable, we will seek to increase this to up to 600mm.

All internal doors should be identifiable and contrast visually with the surrounding wall and floor finishes and meet the differences in light reflectance values described in BS 8300-2:2018, clauses 8.3.4, 9.1.5 and 11.1. The leading edge of any door that is likely to be held open should contrast visually with the remaining surfaces of the door and its surroundings. The doorway should be easily identifiable when the door is in the closed position and when the door is in the open position, if the door is not provided with a controlled closing device designed to return it to a closed position during normal operation. Identification of the doorway should be provided if the door is designed to be held open against a controlled closing device. Visual contrast should be provided to the identifying features against the wall surfaces surrounding the doorway.

Doors across corridors and passageways should have a viewing panel, or panels, that meet the recommendations of BS 8300-2:2018 clause 8.3.5. Although all doors will have viewing panels to alert people approaching a door to the presence of another person on the other side, dimensioned in compliance with figure 4 of BS 8300-2:2018 clause 8.3.5, obscure glass

panels might be required where there are issues of privacy, security and safeguarding, to identify the presence but not the details of somebody on the other side of the door.

Glass doors will have permanent manifestation within two zones, from 850mm to 1.0m from the floor and from 1.4m to 1.6m from the floor, contrasting visually with the background seen through the glass, and in all light conditions. While a row of grey dots will rarely provide the level of contrast required, two or multi tone patterns often will. If a glass door is adjacent to, or is incorporated within, a fully glazed wall, the door and wall should be clearly differentiated from one another, with the door more prominent.

All doors on circulation routes and to accessible spaces, such as accessible toilets, will be power assisted. Where an internal door is not power-assisted, but the force required to open it exceeds the limits described in BS 8300-2:2018 clause 8.4.2, an electrically powered hold open device, either stand alone or integral in the body of the closer, which conforms to BS EN 1155 will be installed.

Controlled door closing devices should be fitted to doors only if absolutely necessary, e.g. for reasons of fire safety, security, acoustics or energy control.

Activation points for electronic door entry systems should be located on the latch edge of the door, either on the door face or on the adjacent wall, with the activation point positioned within 200mm of the door. Electronic door entry systems will typically be operated by a proximity-type card, with the activation point at a height of between 900mm and 1.1m from finished floor level. Doors will have extended dwell times to accommodate wheelchair users, mobility scooters, owners and their guide dogs and audible clues around door entry to assist visually impaired.

Where non fire resisting doors which are not power assisted but have a requirement to self close for reasons of security, privacy, acoustics or energy control are provided, the controlled door closing devices will be fitted and adjusted such that the opening forces are as low as practicable, consistent with the doors functioning as intended.

Where doors open out from a room and have no controlled door closing device, a horizontal pull rail should be provided on the closing, or interior, face of the door, in line with the door locking mechanism, to help people close the door behind them.

Where double doors of unequal width are used along the length of a corridor, the wider leaf

should be on the same side of the corridor throughout its length.

Thresholds to doors will be level at the junctions of different flooring materials.

8.2.3 Door fittings

All door opening furniture in our buildings will be able to be operated one handed, without the need to grasp or twist, including any bolts, latches or locks, for example, as used on fire doors.

Wherever possible, door opening furniture used in conjunction with locks and latches should have a lever action. We will avoid all use of door knobs with a spherical design, as well as small symmetrical turn buttons. All door opening furniture will contrast visually with the surface of the door. Pull handles will not be fitted to the push side of doors and the positioning and design of all lever furniture and pull handles will be in accordance with BS 8300-2:2018 clause 8.4.1 figures 5 and 6 throughout our buildings.

Where lever furniture intercepts viewing panels, any projecting glazing beads will not interfere with the operation of the lever or reduce the effective clearance behind it.

The torque force required to operate keys and cylinder turns will not exceed 0.5 Nm. Single axis door hinges will comply with BS 1935; locks and latches will comply with BS 12209; and the selection of door bolts will meet the options of BS 8300-2:2018 clause 8.4.5.

Panic exit devices operated by a horizontal bar for use on escape routes should conform to BS 1125 and Emergency exit devices should conform to BS 179. All panic and emergency doors should be labelled in accordance with the Safety Signs & Signals Regulations, 1996.



8.3 Vertical movement

8.3.1 Steps and stairs

Steps and stairs are unavoidable in almost any building. We will therefore ensure that all steps and stairs in our buildings are positioned and designed to be as accessible as possible. We will avoid single steps in all instances, and where there is a change in level of less than 300mm, the change will be accommodated by a ramp alone. Where the change in level exceeds 300mm, both a stair and ramp will be provided. We will avoid the use of all escalators and moving walks in all our buildings.

The design and specification of all steps and stairs, including associated landings, lighting, surface materials and refuges should comply with BS 8300-2:2018 clause 10.1.

8.3.2 Ramps and slopes

Our buildings will be designed to avoid, as far as is practicable, the need for ramps or slopes on internal circulation routes. Where this is not possible, the surface of the slope will contrast visually with the landings. Where a ramp provides a rise greater than 300mm, steps will also be provided in addition to the ramp. The design and specification of all ramps, together with associated landing spaces and lighting, will comply with BS 8300-2:2018 clause 10.2.

8.3.3 Handrails and hazard protection beneath stairs and ramps

A handrail will be provided on each side of a ramp or stair flight, throughout its length (including intermediate landings where this does not obstruct the use of adjoining access routes). The design and specification of all handrails will comply with BS 8300-2:2018 clause 10.3.

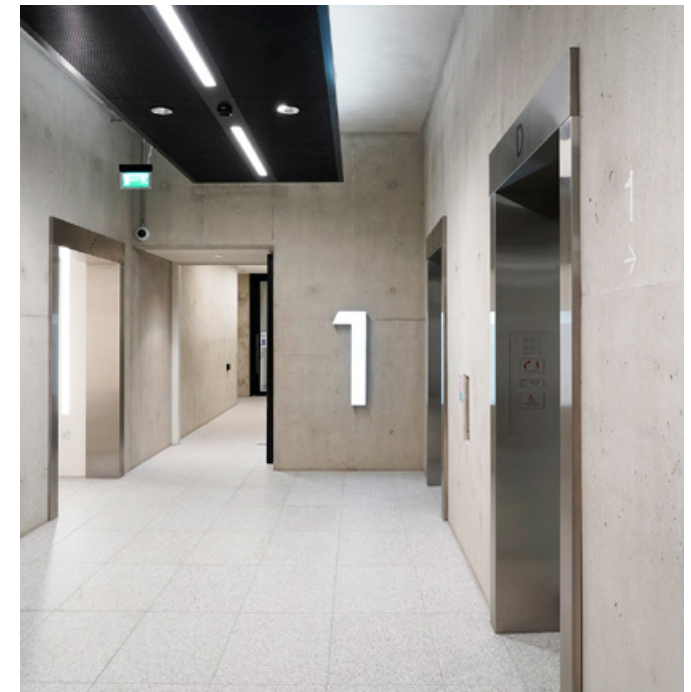
Where possible, areas below stairs or ramps will be enclosed where the soffit is less than 2.1m from finished floor level. Where not enclosed, a continuous barrier, or a protective guardrail and low level cane detection will be provided.

8.3.4 Lifts

All our multi storey buildings will have at least one conventional passenger lift. Unless absolutely unavoidable, we will always seek to provide lifts rather than relying upon lifting platforms and wheelchair lifts.

All floors, including any below ground level, will be served by a conventional passenger lift and a clear level manoeuvring space of not less than 1.5m² will be provided in front of the entrance to all lifts. All lifts will have a minimum dimension of 1.1m wide by 1.4m deep, but where reasonably practicable, we will always seek to provide lifts that are wider than the 1.1m requirement. All lift doors will have a clear effective width of at least 900mm and contrast visually with the adjoining wall of the lift lobby.

Signs indicating the location of accessible lifts will be provided in a location that is clearly visible from the building entrance. All visual indicators and lift call buttons will be clearly visible from any position within the lift lobby, including when viewed from an angle of 180 degrees. Lift call controls will meet the requirements of BS EN 81 70 for landing control devices. All controls, in both lobbies and within lifts, will have tactile embossments and audio announcements. All lift lobbies will have visual and audible announcements of when a lift has arrived and doors are open.



Where there are multiple lifts, but a passenger is required to use a specific car, there should be additional visual and audible signs to direct the passenger. All lift cars will have both visual and audible announcements of floor levels reached, immediately before lift doors open and while they remain open. Ideally, all lifts will have software adjustments that enable controls to be voice activated. All lifts will have dwell times of five seconds or more before doors begin to close.



The use of visually and acoustically reflective wall surfaces will be minimised within the lift itself. Where a lift car does not provide sufficient space for a wheelchair user to turn around within the car, a back wall mirror will be provided. The size and brightness of the mirror must take account of the need to minimise areas of reflective wall surfaces. Areas of glass in lifts, particularly glass doors, must be easily identifiable to people who are visually impaired. The illumination of the lift car should not cause glare, reflection, confusing shadows or pools of light and dark. Light sources should not be located immediately adjacent to the control panel.

Lifts will be fitted with an emergency communication system that conforms to BS EN 81 28, including providing functionality to alter the volume of the microphone and speaker of an induction loop, and a visual indicator that provides confirmation that an emergency call has been received and is being acted upon.

8.4 Emergency evacuation

All of our buildings will meet all legal requirements related to emergency evacuation.

Each building will have its own arrangements in place for the evacuation of all staff and visitors to a place of safety as quickly as possible.

Particular consideration will be given to disabled people, including people whose impairment may not be obvious, for example people with heart or breathing disorders or those with hearing difficulties.

Each stair lobby in our buildings will have refuge areas and firefighting lobbies located on all floors, with each refuge having an emergency voice communication system which connects to a central monitoring site. Refuges will have a clear space of at least 900mm by 1.4m, which will not impede upon the evacuation route of other occupants. Evacuation chairs will be provided where required under the HMRC Fire Strategy.

Lifts are the most appropriate means of evacuation for some people, and the use of either an evacuation lift or a conventional passenger lift providing the functionality of an evacuation lift should be incorporated into an evacuation strategy. Conventional passenger lifts that are provided to evacuate disabled people in an emergency will also meet the relevant recommendations in BS 9999. Where firefighter's lifts are used for evacuation, they will conform to BS EN 81 72 and BS 9999.

8.5 Signs and information

People need clear information about the purpose and layout of spaces if they are to maintain a clear sense of direction and independent use of a building. Visual and tactile information should be reinforced by audible information - as no single medium can communicate information to all those who need to receive it, some duplication is essential.

Information may be visual, such as signs and graphics; audible, such as public address and security systems and induction loops; or tactile information, such as signs with embossed lettering or Braille. Visual and tactile information can be used in combination, which may be complemented by audible information. We will take particular care to ensure that our visual signs use a high level of contrast, particularly when used in floorplans and when used for wayfinding, and that they are sited at an appropriate height so that they are within the reach and feel of and people with visual impairments, who may also be wheelchair users.

All of our buildings will have all legally required signs, safety signs and fire safety signs; site and building layout plans; floor level signs; directional

signs, including signs indicating the nearest toilets and accessible toilets; signs identifying rooms or functions within rooms; information that enables people to readily and easily identify specific zones or areas on each floorplate; signs advising the provision of assistive hearing systems and also signs on particular furniture items, such as bins. In almost all circumstances signs will incorporate Braille, or, where more appropriate, tactile embossments.

The dimensions of safety signs, including fire safety signs, and the size of any associated text, will be in accordance with the Safety Signs & Signals Regulations, 1996 and BS EN ISO 7010. Directional signs will identify escape routes. A clear indication of the existence of steps or ramps on a route will be provided at both ends of the route.

A wall mounted sign to identify the floor level will be provided at lift landings and at floor level landings of staircases. Information panels within lobbies will show the arrival of lifts and be accompanied by audible announcements.

Signs to rooms will generally not be placed on doors but on the wall to the leading edge side of the door, excepting signs to toilets, pull/push

signs, and hazard warnings on plant room, where a sign needs to be placed on a door. Signs to facilities specifically for disabled people will incorporate the International Symbol for Access e.g. accessible entrances and toilets. Signs for accessible toilets will have additional information to make it clear that accessible toilets are for all disabled people, and not only for visibly disabled people, such as wheelchair users.

Buildings may include spaces where announcements can be transmitted through an assistive listening system. In such instances, signs will be provided to inform people who are hearing impaired of locations in the building where these systems are fitted, and where they can obtain the necessary equipment for assistive listening systems.

8.6 User interface touch screens

Because touch screen interfaces are not accessible to many people, where used, they will not be the only means of accessing a service. When controls or information are provided via the use of touch screens, the interface should give users access to a range of options, including:

- communication and orientation via more than one sensory channel;
- alternative colour schemes to convey information;
- magnification and contrast;
- audible information with user control of volume available by both headphone and speaker;
- voice activated controls;
- user preferences for sequential control and alternatives to fine motor control;
- modes of operation for users with limited reach and strength;
- avoidance of triggering photosensitive seizures and scotopic sensitivity;
- a physical button to summon assistance if required.

8.7 Audible communication systems

Our buildings will have public address (PA) systems which provide clearly audible messages.

Fire alarm systems will be designed and installed in accordance with BS 5839 1 and

will be visible as well as audible to all users. We will ensure that audible alarm sounders are sited so that they do not compromise the communication systems provided in refuges. All alarms will have incorporated flashing beacons. We will focus on installing a larger number of beacons with low output rather than a small number of beacons with high output. The light output of beacons will suit the use of particular areas, for example where individual spaces or cubicles are fully enclosed, e.g. toilets.

Enclosed spaces, such as toilets, shower and changing rooms will have emergency assistance alarms. The alarms will be designed such that they are not confused visually or audibly with a fire alarm. The reset control for emergency assistance alarms will be clearly marked as such and should be reachable from a wheelchair and/or from the toilet. Visual and audible feedback will be provided to indicate when the alarm has been operated and when the emergency assistance call has been acknowledged and is being actioned.

All large meeting rooms will have microphone integrated assisted hearing loops installed.

8.8 Internal lighting

Good lighting is not only important for everyone, but crucial in ensuring that visually impaired people and people with sensory/neurological

impairments are able to use buildings conveniently and safely. The design of our buildings will take into account illuminance on interior surfaces, the quality of the lighting, good colour rendering and the avoidance of glare.

Our buildings will provide as much natural lighting as practicable, while avoiding glare and excessive solar heat gain. Artificial lighting systems will be designed to maintain illuminance across a room or space at a level that is suitable for people who are visually impaired, while avoiding any perception of flicker. Artificial lighting will give good colour rendering of all surfaces. We will not use uplighters sited at floor or low levels.

Our buildings will meet CIBSE Lighting Guide recommendation on all areas. Design standard illumination levels for core areas will be 350 lux at working plane level; 500 lux in meeting rooms and 200 lux in reception areas. The LED luminaires will provide full compliance with CIBSE Lighting Guide 7 in terms of cylindrical performance, eyebrow glare (<19) optics and high levels of LED performance.

Each luminaire's sensors shall individually monitor the illumination level in their immediate area. The output of the luminaire shall be adjusted automatically to compensate for daylight ingress or changes in the ambient light level, while maintaining the set lighting level throughout the working area.

In meeting rooms and collaboration spaces lighting will have in-space dimmer controls. In collaboration spaces we will augment core area lighting designs with decorative lighting and localised controls.

The feel of lighting, its tone and colour, will vary throughout our buildings. It will be dependent upon the time of day, the weather outside, the aspect of the building, as well as colour reflection from surrounding furnishings, floor and wall coverings. People should work in a space that provides them with lighting that best suits their needs for the task they're performing.

8.9 Surfaces

Floor, wall, door and ceiling surfaces can help or hinder the use of buildings. The extent to which floor, wall, door and ceiling surfaces enable people to find their bearings and maintain independent use of a building is influenced by:

- the colour, pattern, light reflectance value (LRV) and texture of the surfaces;
- the treatment of components and finishing elements, such as doors, architraves, skirting, handrails, etc. which define, or are contained within, these surfaces;
- the appropriate use of surfaces to clarify location and direction and identify objects;
- the acoustic environment;
- the grip of floor surfaces, particularly at changes of level.

Our buildings will therefore avoid mirrored, high gloss or very shiny surface finishes for large areas, e.g. floor, wall, counter, worktop, door and ceiling surfaces, and ensure the degree of visual contrast between surfaces such as floors, walls, doors and ceilings and between key fittings/fixtures and surrounding surfaces, is in accordance with BS 8300:2018 clause 11.1.

We will not use large, repeating patterns that incorporate bold contrasting colours or simulate steps on any floor surface. Our floor surfaces will also offer a level of slip resistance that provides a firm foothold and good wheel grip under normal conditions of use. We will take into account carpet construction, pile height and underlay type when assessing suitability for wheelchair users and for people using walking sticks or frames. Deep pile carpets and coir matting on the surface of the floor or within a mat well will not be used, but subtle tactile variations are recommended. Floor surfaces will incorporate differences in texture between main walkways and workspace.

We will not use dark grey or black coloured barrier flooring at the entranceways to our buildings, unless this colour matches the adjacent floor colour.

Large, repeating patterns that incorporate bold, contrasting colours will not be used for the wall surfaces in parts of a building where visual

acuity and stress reduction are critical. Service outlets, light switches, and other functional elements on the surface of walls will be distinguishable from the wall, using visual and textural contrast.

Where we have internal glazed walls or screens, their surface will be highlighted with a manifestation which has a high degree of contrast visually with the surface behind it under both natural and artificial lighting conditions, from all likely viewing directions. While a row of grey dots will rarely provide the level of contrast required, two or multi tone patterns often will. Manifestation will be located within two zones, from 850mm to 1.0m from the floor and from 1.4m to 1.6m from the floor and cover at least 10% of the glazing area within each zone. Where reasonably practicable, we will seek to both expand manifestations beyond the two zones above, increase their coverage beyond the 10% requirement and incorporate colour within the manifestation.

Ceiling, wall and floor materials should contribute to an acoustic environment that helps orientation and enables audible information to be clearly heard. We will follow recommendations in BS 8233 so as to avoid materials which are too hard or too acoustically absorbent for each surface.

9 Facilities within Hubs

9.1 Cloakrooms and clothes cupboards

Where dedicated cloakrooms are provided, doorways will comply with section 8.2 above and any internal circulation routes within cloakrooms will be at least 1.5m wide.

Where cupboards are provided, they will incorporate open front access for wheelchair users and will have a clear space of at least 1.5m in front of them. All doors, projecting door and drawer hardware will contrast visually with their background and no cupboards will have sharp edges. All cupboards will have internal lighting, activated when doors are opened and turned off when doors are closed.

Whether in cloakrooms or in cupboards, hangers will be provided at a variety of heights including at least 5% at 1050mm from finished floor surface and a further 5% at 1.4m from finished floor surface.

Where shelving is provided, stored items at the rear of the highest shelf in a storage system will be visible to wheelchair users and those with ambulant mobility impairments.

A space for parking and re-charging wheelchairs for outdoors use and wheelchairs for indoors use should be provided on each floor of a building, as close to the lift lobby as possible.

9.2 Workstations, Seating & Tables

9.2.1 Seating

We recognise that the design of individual chairs and seating are important factors to consider if people are to use a building independently. Our buildings will offer spaces to enable people to adopt new and better ways of working, supported by a wide range of different seating options.

9.2.2 Task seating

All our task chair seating will be ergonomic and highly adjustable, so as to meet the needs of the vast majority of users. Adjustable settings will include seat height, a synchronous and weight balancing mechanism with up to 20 degrees of incline, seat back, seat depth and angle, lumbar pad and mesh backing, arm rest width, height, and 180° pad rotation. Where necessary, a reasonable adjustment process will support the provision of alternative seating, including using the same chair with alternative component parts, i.e. gas lift for increased weight requirement.

9.2.3 Training and meeting room seating

Our training and meeting rooms will generally have non-adjustable seating. Where possible, a variety of seat heights should be provided: 380mm, 480mm and 580mm from finished floor level. Where only one seat is provided the seat height will be between 450mm and 480mm from finished floor level.

Many seats will have arm rests, which will be at a height of 200mm from the surface of the seat, and will extend from the back support forwards to cover at least 80% of the depth of the seat. Arm rests will contrast visually with the remainder of the seat to ensure that they are easily identifiable. There will be a space between arm rests of at least 500mm. Back support will be provided at a height of at least 300mm from seat level.

The minimum space between a table with seating and a wall will be 1,550mm, and between a table with no seating at its side and a wall will be 1,050mm, as shown in Figure 28 of BS 8300-2:2018, clause 17.6.2.

9.2.4 Other seating

Our collaboration zone and other seating will offer a large variety of options, enabling our people to find the best seat for them to help them deliver the task they are focussing on. Seating options will include a variety of seat heights, seating with or without arm rests, fixed and removable seats and seats with a range of back support or none.

Some of our sofa-style seating will have a level transfer space of at least 1.2m adjacent to the seat at one end, with an arm rest set in 500mm to 750mm from the transfer space. These seats will also have arm rests at a height of 200mm from the surface of the seat, which extend from the back support forwards, to cover at least 80% of the depth of the seat. We will seek to have seating where arm rests contrast visually with the remainder of the seat. Many seats will have a back support at a height of at least 300mm from seat level.

All our seating will contrast visually with the surrounding surfaces.

9.2.5 Tables

Many of our workstation tables will be height adjustable. Adjustments will be power assisted. Where workstation height is fixed, the workstation surface will be between 730mm

and 750mm above the floor surface, with a clear height under the workstation of at least 700mm. Workstation surfaces will be matt in finish, to manage reflectance and glare and have surface mounted power sockets and USB fittings.

The minimum space between two rows of workstations, where seating is back to back, will be 2,050mm and the minimum space behind a row of workstations with seating, but no back to back seating, will be 1,550mm, as shown in BS 8300-2:2018 clause 17.6.2 figure 28. The minimum circulation space beside a workstation with no seating at the side will be 1,050mm.

We will seek to break up large areas of open plan spaces to create defined spaces and minimise acoustic travel.

9.3 Information technology and audio and video conferencing

9.3.1 Core area work stations

All of our buildings will have a standard set of hardware on each workstation, including dual large screen monitors, held on an adjustable arm; standard keyboard, mouse and docking station. Although this equipment will be suitable for the vast majority of our people, we recognise that some people will require alternative solutions.

The Reasonable Adjustment Support Team (RAST) will be at hand to offer support and practical assistance to managers who need to implement reasonable adjustments for staff. They will advise and support provision of a reasonable adjustment that requires equipment or furniture, assist with placing orders and provide guidance on assessment provided by specialists outside of HMRC.

In addition the Chief Digital Information Officer team (CDIO) will support users with 'particular needs' by providing a range of specialist hardware and software fulfilling the Department's obligations under the Equality Act and as a responsible employer. There are around 30,000 'particular needs' products on the market with CDIO analysing the market and aiming to have a 'best of breed' product available for all the major classes of product made. CDIO will work with users, their offices and professional organisations to try to identify acceptable solutions, and will do everything reasonable to resolve outstanding issues.

9.3.2 Printer and photocopier stations

All of our printers and photocopiers will be sited so as to ensure they are accessible to all our people, and each floor having at least one printer and photocopy station. Equipment shall be located from an accessible route, and be at least 2m away from the nearest workstation. Space in front of equipment will be at least 1.2m. Where only one machine is at any one station, the machine itself will be of an accessible design and the height to the top of all equipment will not be higher than 750mm above floor level.

9.3.3 Audio and video conferencing

Rooms fitted with audio and video conferencing facilities will be fitted with induction loop amplifier systems, integrated to receive direct audio from the conferencing hardware. Each room with this equipment will have clear written instructions on its use.

9.3.4 Quiet rooms

Many of our buildings will have Quiet Rooms, where our people may work for short periods or hold telephone conversations quietly and privately.

All of our quiet rooms will have a chair with a seat height in the range of 450-520mm, with a phone sited on an open shelf, 710mm above floor level. Rooms will have a clear floor space of at least 1,850mm by 1.2m with outward opening doors, creating a clear width of at least 800mm. Where reasonably practicable, we will always seek to increase door widths to go beyond the minimum 800mm requirement. Larger, multi-functional rooms will not require outwardly opening doors.

9.4 Storage

Our buildings will provide a range of storage facilities, including space for personal use and space for business requirements. Access to all our storage spaces will be direct and unobstructed, with a minimum clear space of 1.5m in front of any unit. Storage units will contrast visually with their immediate surroundings and not have highly reflective surfaces. Where we have blocks of storage which have a large number of doors, we will, where reasonably practicable, seek to ensure that adjacent doors contrast with one another, while not creating large, repeating patterns that incorporate bold, contrasting colours.

Many spaces will have shelving at not higher than 1,060mm and not lower than 665mm above finished floor level; drawer pulls not lower than 400mm and locks and door furniture (if required) at between 750mm and 1000mm. The distance between opposing banks of storage facilities will be at least 1.5m.

All projecting door and drawer hardware will contrast visually with its associated storage facilities and have no sharp edges. Handles on hinged and sliding doors will be easy to grip and manipulate, and almost always use levers rather than knobs. Locks for accessible lockers will be located not higher than 1,150mm and should be easy to use, one handed, by a person with poor dexterity or limited strength in the hand or arm. Suitable provision will be made for storing and charging electric mobility scooters.



9.5 Refreshment hubs

All of our Government buildings will have refreshment hubs. These will be located on an accessible route that is obstruction free. The minimum unobstructed floor space of a refreshment hub is 1.5m between facing floor units or between floor units and a wall, in any plane.

All work surfaces will be at 850mm above floor level, and not more than 600mm deep. Where possible, a 600mm deep unobstructed space or knee recess, at least 800mm wide and with a 700mm clear height will be provided to one side of sinks, refrigerators, microwaves and some preparation spaces. BS 8300-2:2018 clause 19.1.2 Figure 49 and 50 provides examples of how this may be achieved.



A range of floor mounted cupboard units, with banks of drawers, will be provided, including, at least one full height unit with lateral pull-out horizontal shelving set at different heights. A range of shelving above work surfaces will be provided, including shelving at not higher than 1,150mm above floor level. Such shelving may be within cupboard spaces. Cupboard door and drawer handles will be easy to grip and either positioned at the top of low level units, or the bottom of high level units. All cupboard units and work surfaces will contrast visually with background finishes avoiding bold patterns and shiny floor and wall surfaces.

Taps will have clear markings to indicate hot and cold settings, and will have a lever operation with swivel necks. They will be fitted to the sink within easy reach of wheelchair users, typically at the side of the sink bowl. Taps will be carefully positioned so as to avoid having to lean over or cross under the neck/spout in order to operate the tap, for example by having a single lever tap to the front side of the spout. Where ziptaps, or equivalent, for drinking water are provided, controls must be sited on the front face of the kitchen unit which holds the tap. Splashbacks will contrast visually with units, sinks and taps.

Refrigerators in refreshment hubs will be fitted as separate units on a plinth approximately 200mm high, unless they are full height

fridges, when a plinth is not required. The swing of a side hung door will not impede access by wheelchair users, nor, when fully opened, intrude into the minimum 1.5m square refreshment area floor-space.

Switched socket outlets will either be positioned:

- where a recessed knee space has been provided beneath a work surface: on the wall at the back of the worktop, with their centre line not higher than 1.0m from finished floor level;
- where no recessed knee space has been provided beneath a work surface: on a return wall at the end of the work surface at 150mm above the work surface and not more than 150mm back from the front edge of the work surface; or
- where mounted on a wall without an intervening work surface or counter: at a height of between 750mm and 1.2m from finished floor level.

Controls for appliances will not be higher than 1.2m, or 1,150mm, if it is necessary to reach across a work surface to operate them. Controls will be physical buttons, switches or easy turn dials with tactile markings, and will not be touchscreen. Where appliances with LCD panels are used to provide information, the same information should also be available on tactile controls e.g. dials with embossments.

Seating and tables will be provided close to refreshment hubs. Tables will have a clear space underneath of at least 700mm and a maximum surface height of 760mm. Chairs will ideally be freely moveable and at least 5% of chairs will have arm rests. The ideal space between tables is 2,050mm, although this can be less when the position of tables and chairs is flexible. Where tables and seating is in booths the minimum space to the side of a booth should be 2,050mm.

Flooring will be slip resistant and contrast visually with wall surfaces. Lighting will be in the range 200 lux to 300 lux at work surface level, with task lighting at work surfaces having a higher illuminance level than the ambient room lighting.

9.6 Windows

Our buildings will be bright and airy spaces, which provide large areas of natural daylight and external views across the local cityscape. Where practicable, the majority of windows will start at a low level, no higher than 800mm above finished floor level, and avoid transoms between 800mm and 1.2m above finished floor level, except in cases where guarding is required.

The vast majority of our windows will be sealed, so that our mechanical heating and ventilation systems can work effectively and efficiently.

Where windows can be opened, they will have easily accessible fastenings, located between 800mm and 1.0m above finished floor level, which as far as practicable, can be operable by someone with a closed fist or with the side of a wrist or arm. They will not require the simultaneous use of two hands.

Where there are top hung or horizontal pivot windows with a sill below 1.1m above finished floor level on upper floors, such windows will be fitted with a restrictor stay, in accordance with BS 8213 1, that prevents the window being opened more than 100mm. The restrictor stay will be capable of being disengaged in an emergency or for window cleaning and maintenance.

The type and location of controls for opening and fastening windows will be chosen to meet the reach and dexterity capabilities of potential users, without compromising security. Lever handles will be used in preference to knobs, although in some cases, powered systems may be used. Where manual handles are used, the force required to open them will not exceed those detailed in BS 8300-2:2018 clause 15.5.2.

Design features will be installed to minimize glare and excessive solar gain. Where window blinds are provided, they will be high quality roller blinds, with either electrical push button controls, sited at between 900 and 1.1m above floor level,

or manual controls, chosen to meet the reach and dexterity capabilities of potential users.

9.7 Building services controls

The majority of building services will be controlled automatically. Where user controls exist, no control will require the simultaneous use of two hands. All controls will contrast visually with their background and where possible, will have braille information embossed alongside.

All electrical socket outlets will be switched. Switches should indicate clearly whether they are on or off and should be positioned on the outside of the socket outlet. Red and green alone will not be used as indicators of "ON" and "OFF" on switches and controls unless accompanied by clarification using text or pictogram.

All outlets, switches and controls, will be positioned consistently in relation to doorways and corners within a building and in a logical sequence throughout the building. As far as is practicable, light switches should align horizontally with door handles for ease of location when entering a room.

Electrical wall socket outlets, telephone points, and data sockets will be located at least 400mm but not more than 1.0m above the floor, excepting where floor sockets are used, in which case accessible sockets will be integrated within fixed or movable furniture.

Outlets, switches and controls will be at least 350mm from room corners. The heights to the centre of specific controls will comply with those shown in BS 8300-2:2018 clause 15.7.2 figure 18.

9.8 Reception interview rooms

Where we have publicly accessible interview rooms, they will have accessible doors and, where possible, unobstructed access to accessible toilets and facilities.

Induction loop systems with integrated microphones or portable hearing loops will be provided.

9.9 Cabinets of curiosity and display areas

HMRC and our people are proud of our achievements and so often have trophies or other artefacts that we wish to display.

To ensure displays are accessible, they will not be in cases which have glass with a reflective surface. Labelling will contrast visually with the immediate surroundings and be set at 45°,

preferably at the eye level of a seated person, and located at the front of the case.

We will take care not to use overhanging barriers on display cases or use low rails, but will ensure there is a minimum clear passageway of 1.8m maintained adjacent to people viewing objects in cases or on walls.

9.10 Cafes and retail areas

All of our cafes, refreshment and retail areas will be accessible.

The extent of a single café and/or retail units will ideally be on the same level. Any split level areas will be linked by ramps.

A clear space of at least 1.2m will be provided in front of all counters, checkouts and service points, with till heights at between 760 and 860mm above floor level. Self service checkout facilities will be positioned such that the maximum reach required is 650mm. Self service areas will have a continuous counter at a height of 850mm, with a resting table within close proximity of the till.

All displays of goods should have a space of at least 1.8m in front of them and will not be tapered towards the ground.

A range of table heights should be available within cafes and retail areas, with the clear space to the underside of many tables between

700mm and 800mm. The minimum space between two rows of tables will be 2,050mm and the minimum space behind one row of tables will be 1,550mm.

Chairs will be freely moveable. At least 5% of chairs should have arm rests.



9.11 Wellbeing, recovery and reflection rooms

All of our buildings will have dedicated rooms for wellbeing, recovery and reflection. Each of these rooms will offer a 'neutral' and quiet space away from the office environment to which any member of staff can go to sit and contemplate, to take a few moments to de-stress from a busy day, have time off from a stressful or upsetting situation, recover from a traumatic life event, or to pray.

Each room will offer a completely private space, located away from the main working areas of a building and in a discreet part of the floor. The large majority of these rooms will have a window view looking out across the surrounding outside area, providing natural light. Each room will have either an opaque or a fully screened partition and a sliding sign on the door to indicate whether it is engaged; together with window and glazed partition blinds, adequate ventilation, user controlled fully-dimmable lighting and electrical sockets. Rooms will be decorated in neutral, soft pastel colours.

The number and size of wellbeing, recovery and reflection rooms in each building will reflect the number of staff using a building. As a guide, buildings having more than 1,750 full time equivalent staff will have a total of more than two wellbeing and recovery rooms, while buildings having more than 2,500 staff may have larger reflection rooms.

9.11.3 Wellbeing rooms

Wellbeing rooms provide a neutral space away from the office environment for people to have a time out from a stressful or upsetting situation. They are the most 'quiet' of these three types of room.

Rooms will always have a window view looking out across the surrounding outside area. The only furniture will be soft seating, cushions,

small coffee tables, a mirror and plants. Rooms will never have office type furniture, or equipment that distract from the quiet of the room e.g. phones, fridges etc. They will be completely quiet and private, with no glazed panel partitions. Windows will have black out blinds and fully-dimmable lighting, including 'domestic style' lamps. Rooms will fitted with a 'bathroom style' door lock from the inside.



9.11.2 Recovery rooms

Recovery Rooms provide a private space to aid rest or recuperation. People may wish to use this room when recovering from an illness, or when seeking a quiet place to take medicines. Nursing mothers may wish to use the room as a private space to express milk. Equally people may use the room as a quiet place to re-charge, or a place to get information on where to go to for support/advice.

Rooms will have a range of facilities to support our people. They will include a washbasin with separate temperature control; a fridge for medicines or breastmilk and a sharps bin for needles used for medication such as insulin. They will also have soft seating, ideally a couch and/or a reclining chair, cushions, small coffee tables, a mirror and plants. Windows and glazed partitions will have black out blinds, and rooms will have fully-dimmable lights and be fitted with a 'bathroom style' door lock from the inside.

Rooms may have a noticeboard, a desk and task chair, a telephone and a stand to display leaflets and information.

Depending upon the size and space available, wellbeing kiosk machines may be within the recovery rooms, or they may be in a space on their own.

9.11.1 Reflection rooms

These are larger rooms, where people may choose to reflect with others, as part of a group. The exact size of the room will vary, but they will typically be approximately 40m². Rooms may be used for meditation and contemplation, mindfulness activities or prayer.

Rooms will have a portable dividing screen to allow use by different users at one time; be carpeted for comfort and prostration, and have no decoration that would indicate any particular activity, religion or faith.

Rooms will have storage facilities for artefacts supporting reflection activities, and temporary storage for shoes. There will also be seating and a table, each being fold-away or stackable.

Where practicable, reflection rooms will be located on a south-east or east-south-east edge of a building and be served by two separate doorways, one at either end of the room. Neither door will be in the south-eastern corner of the room. Separate male and female ablution facilities with a minimum of four feet-washing units in each, with incorporated seating, will be provided as close to the reflection room as possible. Ablution facilities should not be integrated within the reflection room.



9.12 Toilets and sanitary facilities

9.12.1 Toilets

Accessible toilets in our buildings will provide all the amenities available in non-accessible facilities without compromising the functionality of the spaces. We will always provide toilets that provide choices for all users, including single user gender neutral toilets, single sex toilets and gender neutral (unisex) accessible toilets.

As a minimum provision, at least four male and four female toilets sited on either the same level as the Reflection Room or the ablution facilities will include integrated bidet facilities for each toilet basin, for example by way of an additional hose. This provision is not required in toilets where washbasins are integrated into a cubicle.

9.12.2 Accessible toilets - Provision and access

All our accessible toilets will be located on accessible routes that have direct and obstruction free access. Accessible toilets will be provided on every floor of our buildings, with left and right handed layouts being provided on either each floor, or alternating from floor to floor. A gender neutral accessible toilet will be located as close as possible to the entrance of each building.

In addition to wheelchair accessible cubicles, at least one cubicle suitable for use by people with ambulant mobility impairments will be provided and identified in each range of single sex or gender neutral toilet cubicles. Where ambulant mobility cubicles are included in a range of single sex cubicles, the dimensions of each cubicle will comply with BS 8300-2:2018, clause 18.5.3.3 figure 46. Where there are four or more cubicles in a separate sex range, an enlarged ambulant mobility cubicle should be provided, in addition to the standard size ambulant mobility cubicle above. Where the ambulant mobility toilet is within a range of gender neutral toilets, the cubicle should also be enlarged. The dimensions of the enlarged cubicle will comply with BS 8300-2:2018, clause 18.5.1 figure 39. All ambulant mobility toilets will have outwardly opening doors, toilet seat heights of 480mm and a heavy duty use seat.

No person will have to travel more than 40m on the same floor to an accessible toilet, or more than 40m combined horizontal travel distance where accessible toilets are accessed by passenger lift on another floor of the building.



9.12.3 Accessible toilets - Dimensions and layout

The minimum room dimensions of an accessible toilet will be 2.2m by 1.7m, but where reasonably practicable we will seek to increase this beyond the required standard. For rooms with a width of at least 1.7m, the layout of sanitary and other fittings will meet the standards shown in BS 8300-2:2018, clause 18.5.3.1 figure 40; for rooms with a width of at least 2.0m, the layout of sanitary and other fittings will meet the standards shown in figure 41 of the same clause. The heights and locations of fixtures and fittings, mirrors, accessories and washbasins, in any sized room will meet standards shown in Figures 42 and 43 of the clause, above.

9.12.4 Accessible toilets - Facilities

Accessible toilets will have hand washbasins. Hand basins will not have a pedestal, but a semi pedestal may be used provided it does not restrict wheelchair access beneath. Accessible toilets with room sizes in excess of 2.2m by 2.0m will have an additional standing-user height large washbasin, sited on the wall opposite to the small hand basin, 750mm away from the cubicle door. Taps will either be mixer

taps with a single lever action to control water flow, or individual, clearly marked, hot and cold lever operated taps with not more than a quarter turn from off to full flow. We will not use sensor taps in accessible toilets. The markings on taps, shower controls, etc. should be logical and clear.

Hot water from individual taps will be thermostatically controlled so that it does not exceed 43°C at the outlet. Hot water pipes and wastes will not be exposed. When boxed in, the boxing will not impinge upon the recommended reach and circulation spaces.

The flush of a toilet will be a spatula type lever located between 800mm and 1.0m above finished floor level and positioned on the open or transfer side of the pan for ease of access.

The top surface of a toilet seat will be at a height of 480mm above finished floor level. The toilet seat will be designed for heavy duty use and securely fixed with metal (preferably stainless steel) fittings from the top into the rim of the toilet. Seat covers and gap-front seats will not be used.

All fixed grab rails will be 32mm to 35mm in diameter, with a clearance between the bar and the wall of 50mm to 60mm. They will have a surface that provides a good grip when wet. Drop down support rails will hold securely when in an upright position and be capable of being released easily when required in a horizontal position. Support struts will be avoided, but if necessary, will be set back from the front edge of the rail by at least half its projection from the wall.

The positioning of support and grab rails around toilets will be designed in accordance with BS 8300-2:2018 clause 18.5.3 figures 40, 41, 42, 43 and 45.

The wall construction and the fixings used to support drop down support rails and fixed grab rails will be capable of resisting 171kg applied both vertically and at 45°, and allow a secure fixing of grab rails in any position on the wall if it is necessary to change their original position to suit the changing needs or the specific requirements of an individual.

Clothes hooks will be located at a height of between 1,050mm and 1.4m. Shelves of minimum 400mm wide by 200mm deep, at a height of 760mm above finished floor

level will be provided, but they will not compromise access to and use of the sanitary facilities, fixtures and fittings, and associated manoeuvring spaces. In addition, an ostomy bag changing shelf, measuring 250mm wide × 150mm deep, at a height of 950mm above finished floor level will be provided, placed in either close proximity to the toilet pan or the washbasin. There will be both a mirror above the sink and a full length mirror.

Toilet accessories, such as dispensers for soap, toilet paper and paper towels, should be suitable for single handed use and for use by people with weak arm movements and be readily accessible to wheelchair users, and when standing. Single-sheet toilet paper dispensers will be used in place of toilet roll holders. Electric hand dryers with an automatic timed duration will be provided in addition to a paper towel dispenser, located on the door side of the washbasin so as not to obstruct access to the toilet. Hand dryers that require the user to insert their hands in the top of the dryer will not be installed.

Where fitted, heat emitters will be located in appropriate positions in accordance with BS 8300-2:2018 clause 18.5.9.

All key objects within sanitary accommodation, including support rails and grab rails, will contrast visually with the wall; the toilet seat and cover will contrast visually with the toilet pan and cistern; and sanitary fittings and accessories will contrast visually with the background against which they are seen. Floors and walls will not be 'shiny' and will be slip resistant, especially when wet.

An emergency assistance alarm pull cord will be reachable from the toilet pan and from the floor. A reset control will be provided. Cords will not be placed behind toilet pans, but will be placed in accordance with BS 8300-2:2018 clause 18.5.3.1 figures 40-45.

General lighting levels will be between 100 and 300 lux at floor level. Where lighting can be individually controlled within a toilet, a pull cord will be set between 900mm and 1.0m above the floor, and located within 150mm of the leading edge of the door and the surface of the adjacent wall. Where automatic lighting is used, the sensors should be so located and sufficiently sensitive to detect the presence of a person anywhere within the space.



9.12.5 Accessible toilets – Doors

All doors to accessible toilets will be power assisted, with full manual override. Doors will open outwards and will include a horizontal pull rail fixed to the interior door face. The door will be of a robust construction, to which door furniture can be securely fixed. The design of door handles will meet requirements in section 8.2 above.

Doorways will have an effective clear width in accordance with section 8.2 above, but where reasonably practicable, we will seek to increase width beyond the standard requirement. Any door that opens towards a frequently used corridor will be located in a recess at least as deep as the width of the door leaf.

In exceptional cases, where an inward opening door is the only solution for a cubicle that is accessible to a wheelchair user, a clear minimum space (on plan) of 1.0m by 1.4m should be provided between the door swing and any fittings (including drop-down rails when in the down position) to enable a wheelchair user to enter and close the door behind them.

Any door, whether opening inwards or outwards, will be capable of being opened in an emergency if a person inside has fallen against it and is unable to move. All doors will have an emergency release openable from the outside.

A means of indicating whether or not a compartment is in use should be provided, preferably with the words “vacant” or “occupied” clearly visible and with a change in the colour of the indicator. Doors to accessible toilets will be labelled with a sign incorporating the International Symbol for Access but will also indicate that accessible WCs are for the use of people with a range of impairments, and not only for people with visible impairments e.g. wheelchair users.

9.12.6 Gender neutral toilets

Our Government Hubs will provide gender neutral self contained toilets for use by all. Such facilities, where the washbasin is within a fully enclosed compartment, can provide gender neutral facilities as well as potential benefits for people with a wide range of needs, and benefits when the balance of male and female users fluctuates.

Ideally twenty percent of total toilet provision shall be gender neutral. Gender neutral toilets will be reasonably distributed throughout the building.





9.12.7 Accessible shower rooms

All our buildings will have shower rooms and accessible shower rooms for the use of all our people. Where reasonably practicable, we will seek to provide one accessible shower room with left shower transfer and one with right. Where reasonably practicable, we will seek to integrate an accessible toilet in each accessible shower room. However, where only one such shower area is provided, it will be designed, preferably, for right hand transfer as shown in BS 8300-2:2018 clause 18.3.5 figure 30.

Accessible shower rooms that do not incorporate a toilet will have a minimum overall dimension of 2.2m by 2,050mm; while shower rooms that incorporate a toilet will have a minimum overall dimension of 2.4m by 2.5m.

Minimum dimensions, as well as the location of sanitary and other fittings; positioning of grab rails, clothes hooks, alarm pull cord and all other fittings, for a self contained unisex shower room that does not have an integrated toilet will meet standards shown in BS 8300-2:2018 clause 18.3.5 figure 38. Where a self-contained shower room does incorporate a toilet, dimensions and positions of fittings etc. will meet standards shown in Figure 30 of the same clause.

Shower room floors will be slip resistant and as level as possible, subject to the minimum fall for draining water to a floor drain that is located away from the circulation area (1:50). Shower heads will be height adjustable and shower fittings will be controlled by a lever operated, thermostatic mixer that delivers water at a temperature not exceeding 43°C. Taps and controls will be logical and clear to use for people who are visually impaired. Hot water from basin taps will not exceed 43°C at the outlet. Hot water pipes and waste pipes will not be exposed, and access to the basin will not be restricted by valves and pipes.

Two tip-up seats will be provided in each room, one wet seat within the shower and one dry seat, suitable for drying and changing. Both will be plastic with slip-resistant finishes. The wet seat will be height adjustable and padded with a back rest with central hole. Each seat will have folding arm rests or safety rails attached at either side. The shower curtain will be able to enclose the seat and the rails when in a horizontal position.

All key objects, including support rails and grab rails, will contrast visually with the wall; and fittings and accessories will contrast visually with the background against which they are seen. The general lighting level will be between 100 and 300 lux at floor level.



9.12.8 Gender neutral shower rooms

Our Government Hubs will provide gender neutral self contained shower facilities for use by all. Such facilities will be in individual fully enclosed compartments and provide gender neutral facilities as well as benefits when the balance of male and female users fluctuates.

9.12.9 Accessible lockers

Lockers will be provided in and around changing, shower and cycle storage areas in each building. Accessible lockers will be at least 300mm wide, not more than 600mm deep, and with their bases set between 400mm and 800mm above finished floor level. Some lockers will be at least 1.2m high. There will be a manoeuvring space of at least 1.5m in front of a locker.

Locks will be between 750mm and 1.0m above floor level and will be easy to use, one handed, by a person with poor dexterity or limited strength in the hand or arm.



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Issued by
HM Revenue & Customs
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