

包容性设计：超越无障碍

Inclusive Design: Beyond Accessibility

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摘要：本文倡议建筑业应超越满足无障碍需求，去关注对场所进行设计的包容性方法。本文认为，包容性的场所能更好地服务于每个人，且对我们创建一个公平的社会、一个可持续的未来至关重要。通过对英国环境的观察，文章审视了已发生的法律、系统、政策改革，并探讨了确保广泛的行业及从业者能够吸收此种观念的后续计划。

Abstract: The essay advocates for the building industry to go beyond meeting accessibility requirements and instead focus on an inclusive approach to designing places, arguing that Inclusive environments work better for everyone and are essential if we are to create a fair society and a sustainable future. Through the lens of a UK context – the article examines the legal, systematic and policy changes already in place and discuss next steps to ensuring widespread industry and practitioner uptake.

关键词：包容性设计，场所，多样性，需求，行业变革
Keywords: inclusive design, places, diversity, requirements, industry change

被排除在外是怎样的感觉？

想象一下你在使用轮椅时的情景。你试图搭乘列车去工作，却因为车站的电梯许久未维护，无法到达站台。你试图寻求帮助，却并未找到工作人员，于是不得不叫来出租车。搭乘出租车的开销是地铁的5倍，而且这样一来你上班就迟到了。在英国，每10人中就有一人有行动障碍，这种情形对于他们而言几乎等于日常。

再想象一下你有焦虑性障碍的情景。你依然试图搭乘列车去工作，然而站台上水泄不通，车厢内拥挤不堪。这简直令人崩溃，于是你转身离去，返回家中。你在那一天没有去上班。在英国，每25人中就有一人有心理障碍，对他们而言，这就是每天必须面对的情形。

那么，再想象一下你是一位女士。这一次是在下班路上，车站站台和回家路上没有路灯，一片昏暗，目之所及没有行人，也没有房子或商店能够眺望到这条街。你会感到担忧和恐惧，于是你换了另一条路，一路屏息，直到走进家门才松了一口气。在英国，每两人中就有一人在经历这样的日常。

这些事都说明了什么呢？第一个轮椅使用者的例子仅仅展现了有行动障碍的人们每天在建成环境中必须面对的其中一种困境，但在建筑环境中注意

到“残障人士”的困难是很容易的——这里的“残障人士”通常指的是那些带有永久性身体残疾的人。第二个例子表明的是非显性的残疾同样会在其他方面——特别是一些普通使用者或设计者通常考虑不到的方面——对我们使用建筑空间的能力造成影响。第三种情况，着眼于体现人们是如何在一些并不欢迎他们、并不安全或并不为他们所设计的空间中排除在外的，其中能够导致这一情况出现的因素，包括性别、年龄、性取向及其他等等。每个人的体验都是不同的，不仅因为我们都会衰老或受伤而不同，还因为我们的性取向、性别、种族，以及是否有小孩等而有所不同。我们需要拓展自己对于这种差异性在于什么的理解，并考虑如何通过这种理解来减少体验上的差异感。

包容性设计不仅仅提供基本的物理可达性，而是为每个人创建更好的解决方案，确保每个人能够平等地、自信地、独立地使用建筑、交通工具和公共空间。包容的环境，是一种能够被每个人安全地、便捷地、有自尊地使用的环境。它是方便舒适的，没有阻碍的，让无论哪类群体都能够无需付出更多努力、无需分隔或特殊对待的情况下独立使用。

对于建筑行业而言，实现这一目标绝非易事。它需要决定性的系统层面和文化层面的转变。这种



1 卡斯尔福德步行桥/Castleford Footbridge (摄影/Photo: David Millington Photography Ltd)

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What does it mean to feel excluded?

Imagine for a moment you use a wheelchair. You try to take the train to work – but the lift at the train station hasn't been maintained and you can't access the platform. You ask for help but there aren't any staff available at the station, so you call a taxi instead. It costs you 5 times the price of the train fare, and you're late for work. For one in 10 people in the UK, who have a mobility impairment, that could be an everyday experience.

Then imagine you have an anxiety disorder. Again, you try to take the train to work – but the platforms are overloaded and there's a crush on the train. It's too overwhelming to deal with, so you turn around and go home. You don't go to work that day. For one in 25 people in the UK, who have a mental health impairment, that's another everyday experience.

And now imagine you are a woman. This time, on the way home from work, the platform at the station and the street to your house aren't lit, there are no people around, and there are no houses or shops that overlook the street. You feel threatened and scared – so you divert your route, hold your breath, and only release it once you get inside your house and close the door. For one in 2 people in the UK, that's another everyday experience.

What do these anecdotes show us? The first example of the wheelchair user shows just one of the any barriers that those with physical disabilities face in using the built environment. But it's easy to be focussed on 'disability' in the built environment and by that we usually mean those with permanent physical disabilities. The second example shows how a non-visible disability can affect our ability to use the built environment in other ways, particularly in ways that we don't always think about either as users or as designers. And the third starts to show how people can be excluded from spaces that are not welcoming, safe or designed for them – and that can be because of our gender, age, sexuality or other characteristics. And we all experience difference – not only do we all get old, or injure ourselves, we also all experience the city differently because of our sexuality, gender, race, whether we have children,

and so on. We need to widen our understanding of what this difference is and how we can take it into account to reduce the experience of difference.

Inclusive design goes beyond providing physical access and creates solutions that work better for everyone; ensuring that everyone can equally, confidently and independently use buildings, transport and public spaces. An inclusive environment is one which can be used safely, easily and with dignity by all. It is convenient and welcoming with no disabling barriers, and provides independent access without additional undue effort, separation or special treatment for any group of people.

For the building industry, achieving this is no small feat. It requires a significant systematic and cultural shift. This type of change is best achieved through leadership from the top and commitment and change from the bottom, which collectively help to put in place the framework and formal mechanisms necessary to guide industry as well as develop practitioners' understanding and skillset, whilst also highlighting best practice.

Inclusive design in its broadest sense goes beyond a single building or space. It is a design approach that can address major societal issues such as disadvantage, health and well-being and economic resilience. The built environment is the framework in which people work, socialise and access services. If it is not properly considered, it has the potential to exacerbate inequality by reducing people's access to jobs, social networks and health services through unnecessary barriers such as poor transport connectivity, housing shortages and disconnected social infrastructure. When inclusive design is considered well, our built environment can uplift a society by reducing inequalities and enabling a wider group of people to participate.

Creating an environment which allows more people to participate actively in the economy makes good economic sense. And in the UK, where there are 13.3 million disabled people, the combined spending power of disabled people and their network of friends, family and colleagues is £249 billion. It makes good financial sense to businesses

and organisations to ensure that disabled people can use and access their services.

And it's not just about being the right thing to do, or about the economic sense – it's about our health, too. Physical inactivity is responsible for one in six UK deaths and behaviour patterns are responsible for 40% of the cause of premature death in the UK. A growing body of evidence is demonstrating how the design of buildings, streets, parks and neighbourhoods can support good physical and mental health, help reduce health inequalities and improve people's wellbeing by building healthy activities and experiences into people's everyday lives.

In London, the local authority in Hackney is working hard to promote healthier places across the borough. Recently, Leonard Circus was transformed from a standard asphalt road intersection to a paved, shared street space that promotes cyclists and pedestrians over vehicles. This has been achieved through the removal of kerbs, road markings and traffic signs. Standard asphalt has been replaced by brick and granite with trees and seating throughout, encouraging vehicles to drive slowly and enabling people to walk and sit. The spaces can also accommodate small markets and other events, promoting further social interaction. While shared spaces don't suit everyone, Leonard Circus shows how design can be used to support healthier behaviour. Additionally, measures have been taken across the borough to bolster cycle routes and ensure that prominent routes are safe for cyclists. This has included traffic management measures such as designated lanes, road closures and shared crossings. The result for both projects is that pedestrians and cyclists felt safer and more encouraged to use healthier, alternative modes of transport.

1 Inclusive design as a requirement

The UK has a comprehensive legal and planning framework that in various ways both makes requirements for and advocates for accessible and inclusive places. This system is multi-layered, ranging from Acts of Parliament, to national planning frameworks and local plans, to detailed building regulations, codes and standards.

类型的变革最好通过自上而下的领导和自下而上的公约和改变来实现，双方共同建立必要的框架和正式的机制，以引导行业的发展、促进从业者的理解、培养从业者的技能，同时嘉奖优秀的实践。

包容性设计最广泛的意义已经超越了单一建筑或空间的概念。它是一种设计方法，可以解决主要的如生存劣势、健康、幸福和经济弹性等问题。建筑环境是人们工作、社交和获得服务的基础，若不对它善加考虑，将很有可能因为一些不必要的如不良交通接驳、住房短缺及基础设施脱节等问题，降低人们获得工作、社交及健康服务的机会，从而加剧不平等。如果包容性设计考虑得当，我们的建成物理环境可以通过降低不平等、让更广泛的群体能够参与进来，进而促进社会的发展。

创建让更多人可以积极参与生产的环境具有良好的经济意义。在英国，共有 1330 万残障人口，他们及他们的朋友、家人和同事的总消费能力为 2490 亿英镑。确保这些残障人士能够使用和获得服务，对于企业和组织来说具有良好的经济效益。

而且，并不仅是因为这样做是正确的，或是这样做能产生经济效益，包容性设计与我们的身心健康同样息息相关。在英国，每 6 人中就有一人是因缺乏运动而死亡的，40% 的英年早逝的主要原因在于行为模式。越来越多的证据表明，建筑、街道、公园和社区的设计方式能够对维持人们良好的身心健康起到作用——通过将健康的活动和体验融入人们每日的生活，能够减少健康的不平等，提升人们的幸福感。

伦敦哈克尼区的当地政府正致力于在整个区倡导更健康的环境。最近，伦纳德马戏团已从一个标准的柏油路交叉口改造成为一片铺砌路面的以骑行者和行人为主体的共享街道空间。这是通过拆去路边石、道路标记和交通标志实现的。标准的沥青被砖和花岗岩取代，到处都是树荫和座位，提倡机动车慢行，以便人们能够行走和坐下休憩。这个空间还能够容纳小型市场和其他活动，促进进一步的社交互动。虽然这样的共享空间并不适用于所有人，伦纳德马戏团向我们展示了如何利用设计来激励更健康的行为。此外，该区还采取了一定的措施，改

善自行车道，确保在特殊车道上骑行者们的道路安全。其中包括交通管理措施，如指定车道、封闭道路及共用交叉口。这两个项目的结果是，行人和骑行者都感觉更安全了，也由此鼓励他们采用更健康的替代方式交通。

1 作为要求的包容性设计

英国有一套全备的法律和规划体系，通过各种方式倡导无障碍和包容性场所并提出具体要求。这个体系具有多个层次，从议会法案到国家规划架构、地方规划，再到详细的建设法规、规范和标准。

“2010 平等法案”是议会的一项法案，它是最高级别的对个人权益、机会平等的保护和促进。“平等法案”承认 9 项受保护的属性，包括年龄、残疾、变性、婚姻和民事伴侣关系、怀孕和生育、种族、宗教和 / 或信仰、性和性取向。“平等法案”还提出了与残障相关的对现有建筑进行“合理调整”的要求。当该法案于 2010 年首度出台时，为了确保合规，“合理调整”的要求引发了英国各地对公共空间和建筑的改造。尽管坡道和电梯在提高物理层面的无障碍性方面不可或缺，但这种方式很可能会与现有的建成环境之间产生矛盾，而且很可能事后就会后悔（图 3）。一些在实现法规要求方面的优秀案例则表明，无障碍的需求需要在设计的早期阶段进行考虑，以避免难看的、昂贵的翻新。

新伦敦规划草案的最开头第一项政策名为“建设强大包容的社区”。文件概述了指导大伦敦地区发展和土地使用的战略政策。它的意义远远超越了无障碍的概念，已延伸到阻止人们获得相同机会的不平等问题，倡导所有伦敦人都能平等地享用社交和经济基础设施。这一里程碑式的政策建立了一个框架，成为了规划决策的决定性考虑因素，确保倡导包容性设计的提案能够得到广泛认可。

中央政府之外，许多组织机构也正在投资于包容性设计，一部分是出于法规的要求，但更多的是出于商业意义。近期，英国主要铁路网的所有者和管理者英国铁路网发布了《我们的良好设计原则》（图 4），作为一份战略文件，它将影响未来英国铁路网所有的发展。文件概括了该组织的主要战略要点，其中一点就是他们所有的建筑和公共空间具有

“包容性”。这项策略不仅认识到确保他们的设施对所有人可达的重要性，而且还认识到交通基础设施在解决诸如经济弹性、社会不平等和健康等重大社会问题上所具有的潜能。

这一包括立法、政策、规范在内的多层次的体系，为包容性设计创建了一个框架，因其高瞻远瞩，对包容性设计在英国的蓬勃发展起到了至关重要的作用。不过，自上而下的实现包容性设计仅能够确保行业内文化层面上的改变。而为了让从业者在实践中不只停留在屈从和满足最低标准的层面，包容性设计的理念需要真正被建筑行业的从业者所接纳。

2 包容性设计实践

那么从业者要如何在实践中运用包容性设计？对于那些在英国建筑行业中工作的人来说，挑战之一是从业者之间的竞争和偶尔冲突的需求。在理想的情况下，社会效益和用户的需求是所有建设项目的目标。而在现实中，我们需要平衡这些目标与金钱、时间及过去的经验的关系，有时这就带来了挑战。

我们的愿景是使包容性设计成为设计过程中的第二天性。为了赋予从业者们以信心、知识和许可来实现包容性设计，我们设计委员会开发了一种关于包容性环境的免费 1 小时在线培训课程，旨在为 60 万英国建筑专业者提供技能、建立信心、赋予权限，将包容性设计理念融入他们的工作。培训课程提出了 5 项成功创造包容性环境的原则。我们建议所有的从业者在设计的全过程中都采用这 5 项原则，不仅牢记这些原则，并以这些原则来检验设计方案。这些原则结合了上述关于包容性设计为何具有社会和经济意义的论据，提供给从业者和决策者双方，旨在使包容性设计在兼顾其他要求和考虑的情况下更容易实现。

5 项包容性设计原则：

- （1）以人为本：包容性设计将人放在设计的核心位置；
- （2）多元差异：包容性设计承认多样性和差异性；
- （3）提供选择：包容性设计提供单一设计策略无法提供的多样选择；
- （4）使用灵活：包容性设计具有使用上的灵活性；
- （5）积极体验：包容性设计使建筑环境对每个人都便捷舒适。

使用者积极的参与是包容性设计的基础，这并不令人意外。只有理解那些将使用或会受开发项目影响的人的需求，我们才能进行设计，并最终得到满足他们需要的一栋建筑、一个空间或一座城市。这个过程由利益相关者的映射开始，即辨认哪些人群牵涉其中，然后形成有效且合宜的参与策略，让他们的意愿能够介入设计过程。能有效地实现这一点，通常意味着已经跨越了基准需求。在英国，在规划过程中对公众参与的法规要求极为有限。当一



2 哈克尼区伦纳德马戏团和健康空间营造/Leonard Circus and Healthy Placemaking in Hackney. (摄影/Photo: Catherine Horwill)



3 一处包容性入口：萨德勒·威尔斯剧场，伦敦/An Inclusive Entrance: Sadlers Wells Theatre, London (摄影/Photo: Theo Harrison)

The Equality Act 2010 is an Act of Parliament that at the highest level protects the rights of individuals and advances equality of opportunity for all. It recognises 9 protected characteristics, which are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and/or belief, sex and sexual orientation. *The Equality Act* also contains a requirement for "reasonable adjustments" to be made to existing buildings in relation to disability. When the Act was first brought in during 2010, the requirement to make "reasonable adjustments" triggered retrofitting of public spaces and buildings across the UK to ensure compliance. While ramps and lifts are crucial in facilitating physical access, this approach can be at odds with the existing built environment and very much an afterthought (photo). Good practice in fulfilling the requirements suggests that access requirements are thought about at early design stages, to avoid unsightly, expensive retrofitting.

The very first policy in the new Draft London Plan, the document which outlines strategic policies to guide development and the use of land in Greater London, is entitled "Building strong and inclusive communities". It goes far beyond accessibility, referencing the inequality that inhibits some people from accessing the same opportunities as others; advocating for equal access to social and economic infrastructures for all Londoners. This landmark policy puts in place a framework that will act as material consideration in planning decisions, ensuring that proposals that promote inclusive design are looked upon favourably.

Outside of central government, organisations are investing in inclusive design, partly because of the required legislation but also because the business case makes sense. Recently, Network Rail, the owner and manager of the majority railway network in Britain, produced "Our Principles of Good Design", a strategic document that will impact all future Network Rail development. The document outlines the organisation's key strategic priorities, one of which is to make all their buildings and public spaces are "inclusive". The policy recognises the importance of ensuring their property is accessible to all but also recognising the potential for transport infrastructure to address significant societal issues such as economic resilience, social inequality and health.

This multi-layered system of legislation, policy and standards is essential in creating a framework

for inclusive design to thrive within the UK, as it sets expectations from the highest level. However, a top-down approach to inclusive design can only go so far in ensuring a true culture change across the industry. In order for practitioners to ensure their projects go beyond compliance and meeting the minimum standards, inclusive design needs to be embraced by those working across the built environment industry.

2 Inclusive Design in Practice

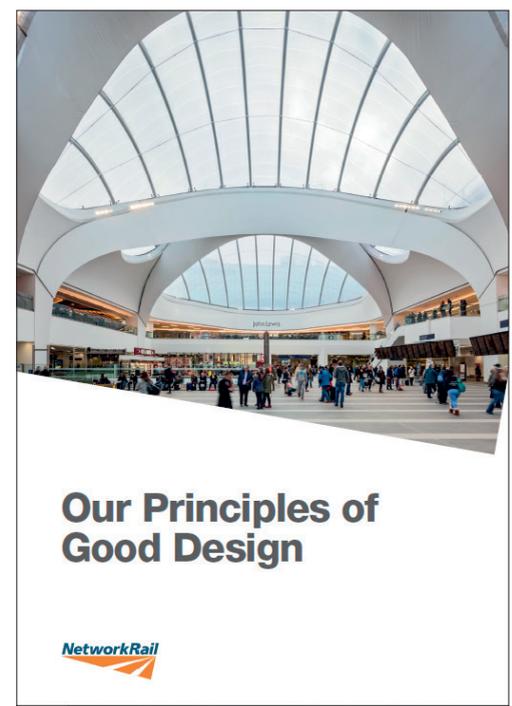
So how can practitioners adopt inclusive design in practice? One of the challenges for those working in the built environment in the UK are the competing and occasionally conflicting demands on practitioners' within the design process. In a perfect world, social outcomes and the needs of the user would be the primary objective of any built environment project. In reality, we need to balance this with money, time, and the historic ways of working that sometimes make this challenging.

Our vision is to help make inclusive design second nature within this process. To help give practitioners the confidence, knowledge and permission to deliver inclusive design, we at Design Council have developed a free hour-long online training course on inclusive environments that aims to give the 600,000 built environment professionals in the UK the skills, confidence and permission to embed it into their work. The training sets out five principles to creating successful inclusive environments, which we advise all practitioners to use throughout the process to keep in mind and test proposals against. In combination with equipping both practitioners and decision-makers with the arguments set out above for why inclusive design makes social and economic sense, the principles aim to make inclusive design more achievable in the context of all the other requirements and considerations.

The five principles of inclusive design

- (1) People First – Inclusive design places people at the heart of the design process.
- (2) Diversity and Difference – Inclusive design acknowledges diversity and difference.
- (3) Choice – Inclusive design offers choice where a single design solution cannot.
- (4) Flexibility – Inclusive design provides for flexibility in use.
- (5) Positive Experience – Inclusive design provides buildings and environments that are convenient and enjoyable to use for everyone.

It shouldn't come as a surprise that good engagement with users is fundamental to inclusive design. It is by understanding the needs of those who will use or be affected by a development project that we can carry out a design process and end up with a building, space or city that meets their needs. This process begins with stakeholder mapping, to identify who these people are who need to be engaged, and then developing an effective and proportionate engagement strategy to bring these voices into the design process. Doing this effectively often means going beyond the baseline requirement. The statutory requirements for public engagement in the UK as set by the planning process are extremely limited. Once a planning application is submitted (which is once the design work has already been carried out), information about the proposals is published on the local authority's website, letters are sent to local residents, and the consultation is open for 21 days for the public and other stakeholder groups to consider and respond. All too often, this is too little and too late, and can prompt mistrust and resentment. But we can and often do a lot better. The diagram below (fig.5) illustrates the "ladder of participation", which sets out the different levels at which we engage. The statutory level of consultation just described sits is at the level of "pull communication" – where a



4 《我们的良好设计原则》/Our Principles of Good Design © Network Rail

项规划申请被提交之时（也即设计工作正式开启之时），关于提案的信息将会发布在当地政府的网站上，信件也会寄送至当地的居民手中，接下来就是为期 21 天的讨论，开放给公众和其他利益相关团体考虑提案和反馈意见。这往往太短、也太迟了，而且往往会引发怀疑和怨恨。但我们可以也常常做得比这要好。下面的图表“参与之梯”（图 5）列出了不同层次的参与形式。刚刚描述的法定的讨论，属于“被动沟通”一层，即一个人可以获取信息但没有信息输入。参与的程度会随阶梯一路上升至“合作伙伴”一层，在这个层级人们成为了共同决策者。参与的适宜程度与努力的适宜程度取决于项目本身。但选择合适的程度，并且让用户参与成为设计过程的核心，对于获得认同、充分理解并为这些利益相关者设计而言，至关重要。

用户参与的最佳介入方式是特别注意那些在过程中很可能被忽视的人，或是那些观点很可能不会被采纳的人。这并不仅仅指那些身体残疾者，还涉及学习困难、精神疾病、视听障碍者，而且还要将对不同年龄、种族、性别的人们体验空间的不同理解纳入考虑。

伯明翰图书馆，由伯明翰市议会委托麦肯诺事务所设计并于 2013 年完工，在其设计过程中，包容性设计和用户参与从一开始就得到了恰当的考虑。在设计的前期阶段，该项目就发现现有的图书馆使用者中有 30% 来自非白人少数族裔，13% 有身体残疾，20% 是退休人士，10% 是失业者，而且成年使用者的 33% 年龄在 24 岁以下。用户参与设计的计划特别明确地针对了这些群体，确保这些利益相关者都能够参与到设计过程中来。

伯明翰图书馆的例子也表明了，在设计最开始

对利益相关者的甄别，以及他们在过程中的参与，是怎样有助于设计者与未来用户建立共同愿景和认同感的。包容性设计方法对任一阶段都十分重要，因此，我们也不只会在设计阶段考虑使用者的需求。除了在构思阶段和撰写报告时，我们还可以在施工和使用阶段继续考虑使用者需求。位于利物浦的 19 世纪平民剧场，在 2011–2014 年间进行了重建，由霍沃思 – 汤普金斯建筑事务所设计，恩斯科里夫 – 戴维斯合伙人事务所提供无障碍咨询服务。设计基于与当地社区、剧院常客、作家、演员、文保组织及其他文化机构的讨论，并建立了一个公开的论坛，来宣讲整个设计过程。这个论坛还在施工阶段组织了一系列的现场参观，来告知人们一些诸如引入电动插座为轮椅充电、使门的颜色对比鲜明便于识别方向等重要的细节。

对包容性设计的运用也可以体现在当一栋建筑或一个空间处于使用中时对其的考虑——这一点常常在设计过程中被遗忘，这包括了对空间的物理维护，例如电梯的维护，而且还包括了人们如何为人们的情感和智力需求提供保障。这可能意味着一些懂得如何帮助有不同需求的人的训练有素的工作人员，也可能意味着要为人们提供足够的信息——往往在他们离开家之前，通过例如网站或应用程序实现这一点，来使他们有足够的信心造访某栋建筑或某个空间，并且在到达时感受到欢迎。

除了这些之外，还有另一种方法对于鼓励从业者们变得更加包容非常重要：那就是变得现实。没有哪个建筑或空间能够 100% 无障碍或包容，就像没有哪个地方能在其他方面完美无缺一样。包容性设计是为尽可能多的人创造尽可能好的环境。对于大多数的项目，总有许多利益相关者在一些方面会

持不同意见，或两种要求相互矛盾。设计者与利益相关者之间的关系在这里非常关键，而且通常围绕二者的关系，会产生创造性的解决方案，让建立共识成为可能。在实践中，通过让利益相关者一起参与到决策的过程中，考虑限制因素，并讨论如何克服它们，有助于形成用户能够理解并承认的决策，而不是让人们感到被决策的过程排斥在外。在难以达成共识的地方，一些规范和标准能够有助于达成有原则性的公平的结论。我们设计委员会在实践中会采用的一项标准是“不便与排除”的：也就是说，采取某项决策为某个使用者带来不便（例如在公交车上推着婴儿车的人，可能需要将它折叠收藏起来），是为了避免另一个使用者被排除在外（例如若非如此，坐轮椅的人就无法乘坐公交车）。

3 实践成果及其后续

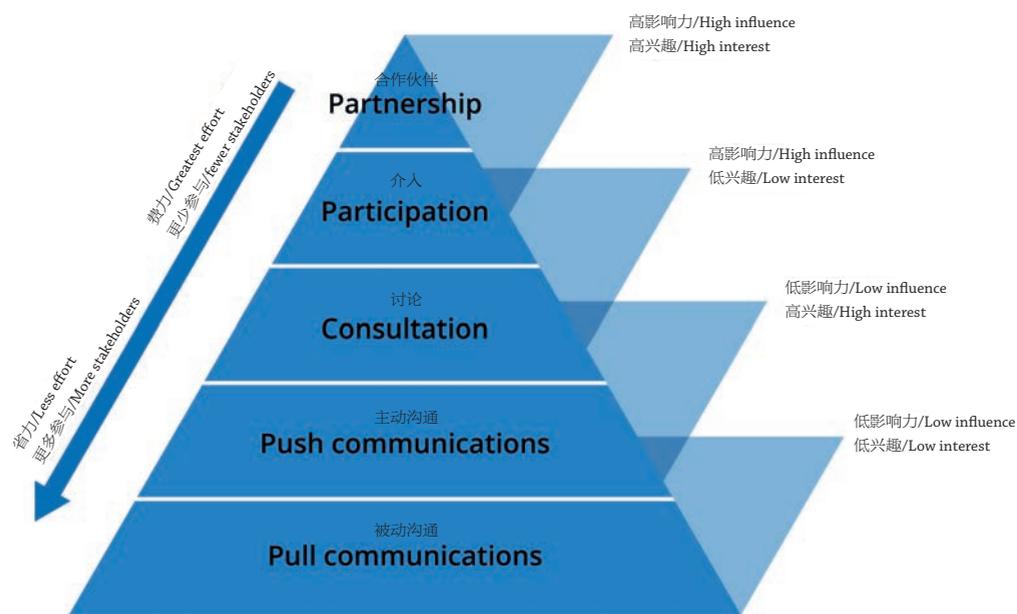
当然，对我们设计委员会而言，可以很清楚的看到，在一些现有的和新落成的项目中，英国的从业者们在其工作核心采用了包容性设计的理念——从奥林匹克公园，这个创造了“有史以来无障碍最优的奥运会”，以及一座为公共空间无障碍制定了最新标准的公园，到在英国各地建立的数个玛吉中心，这个由非预约式癌症治疗慈善机构形成的网络，每处机构都经过单独设计，旨在创造鼓舞人们精神的空间，为他们的健康治疗发挥重要作用。不过这些案例还不算常态。英国住房协会 Habinteg 最近的一项调查显示，在英格兰各地议会制定的地方规划中，只有不到半数对一定比例的新建房屋需满足任何形式的无障碍住房标准提出了具体要求^[1]。而在发布住房数据以响应住房环境的压力较大的地区，开发商仍然需要优先考虑利润，将注意力转向质量和用户是一种持续的压力。那么我们怎样才能带来这种文化层面的变革呢？

正如前面所讨论的，我们可以设定规范，将立法、政策和引导结合起来，这也是英国所擅长的，使包容性设计成为一种要求，而不仅仅是一种愿望。在这方面，我们还有很长的路要走，中央和地方政府，以及那些参与规范基础设施、建筑环境质量的人们，仍可以继续发展下去，制定出清晰的、可执行的、有雄心的监管规定。

当然我们希望看到的不仅仅是这些。我们希望包容性设计可以成为决策者、开发者和从业者的第二天性。这意味着要改变所有参与创造建筑环境的人的观念，这样他们才能认识到包容性设计是我们的首要任务，是实现社会与经济价值的基础，而不仅仅是一个附加功能。

这意味着要塑造每个参与创造建筑环境的人的理解、技能与能力——从在威斯敏斯特拟写新政策的政客，到撰写报告的开发商，再到第一次与客户会面时的建筑师，以及那些维护和管理空间设施的人员。

这还意味着一步步的文化变革的实现，通过展示我们成功的案例，通过在每个阶段支持包容性设计，通过开启和持续这种对话——这将成为一种新常态。□



5 参与之梯/The Ladder of Participation

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person can access information but has no input. But the level of involvement increases all the way up to partnership, where people are joint decision-makers in the process. The right level to engage with people, and the right level of effort, depends on the project. But getting this right and making this process central to the design process is crucial in achieving buy-in, and fully understanding and designing for those people.

The best approaches to engagement take particular notice of those likely to be overlooked in the engagement process, or whose views are less likely to be accommodated. This doesn't just mean physical disability but impairments such as learning difficulties, mental ill health, and vision and hearing impairments, and also taking into account an understanding of how people of different ages, races, ethnicities and sexualities experience spaces differently.

As part of the design process for Birmingham Library, which was commissioned by Birmingham City Council and designed by Mecanoo, and completed in 2013, inclusive design and engagement was considered right from the beginning. At an early stage, the project identified that of existing library users, 30% were from non-white ethnic minorities, 13% had a declared disability, 20% were retired, 10% were unemployed, and 33% of adult users were under 24 years old. The engagement plan specifically targeted each of these groups to ensure that these stakeholders were involved in the process.

The example of Birmingham Library also illustrates how identifying stakeholders at the outset and involving them in the process can help in established a shared vision and a sense of buy-in with the future users. Inclusive approaches are crucial at each stage of the process, therefore, and not just at the design stage, where we might typically think about user needs. As well as considering it at the vision stage and in writing the brief, we can also think about it at construction and in-use stages. The 19th century Everyman Theatre in Liverpool was rebuilt from 2011-2014 with designs by Haworth Tompkins Architects with access consultancy by Earncliffe Davies Associates. The design process was based on consultation with the local community, theatregoers, writers, actors, heritage groups and other cultural institutions. An Access Forum was created to inform the design process throughout, and this Forum went on a series of walk-throughs at construction stage to inform some of the important details including introducing electric sockets to re-charge wheelchairs and contrasting door colours to help wayfinding.

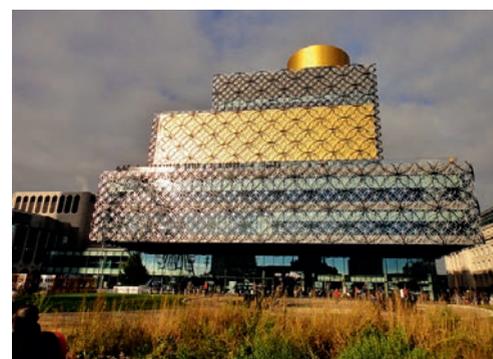
The application of inclusive design can also be

considered all the way through to when a building or space is in-use – something which is all too often forgotten in the design process. This includes both the physical maintenance of a space, such as maintenance of lifts, but also in how we make provision for people's emotional and intellectual needs. This can mean having trained staff who understand how to support people with different needs, and providing people with sufficient information, often before they leave their home such as through a website or app, so they are confident enough to access a building or space and feel welcome when they arrive.

And with all this in mind, there's another approach which is really important in encouraging practitioners to be more inclusive: which is that of being realistic. No building or space is 100 percent accessible or inclusive, just as no place is perfect in any other way. Inclusive design is about creating the best place possible for as many people as possible. And with most projects, there will be areas where many stakeholders have differing opinions, or two requirements appear to be in conflict. The relationship between the designer and the stakeholders is crucial here, and usually there is a creative design solution around which it is possible to build a consensus. In practice, by allowing stakeholders to go through a decision-making process together, to consider the constraints, and to discuss how to overcome them, helps to achieve a decision which users understand and can own, rather than letting people feel excluded by the decision making-process. And where consensus is hard to find, there are criteria that can help to reach a principled and fair conclusion. One that we at Design Council use in practice is that of inconvenience and exclusion: that is, taking the decision to inconvenience one user (such as a person with a buggy on a bus, who may be able to fold it up and stow it away) in order to avoid excluding another user (such as a wheelchair user who may otherwise not be able to use the bus).

3 Outcomes and next steps

It is certainly clear to us at Design Council that there are some existing and emerging best practice examples of where practitioners in the UK are putting inclusive design at the forefront of their work – from the Olympic Park, which created "the most accessible Games ever" and a park which sets a new standard for accessibility in public space, to a number of Maggie's Centres across the UK, a network of drop-in Cancer support charities which are each individually designed to create spaces that uplift people and play a crucial role in their care. But these examples are not yet the



6

norm. A recent survey by the UK Housing Association Habinteg showed that less than half of local plans set by councils across England set a specific requirement for a proportion of new homes to meet any form of accessible housing standards.^[1] And in a context where pressure is intense to deliver housing numbers to respond to a housing context and where developers still need to place profit first, turning the dial on quality and towards the user is a constant pressure. So how do we bring about this culture change?

We can regulate, and as discussed earlier, the UK doing well in bringing together legislation, policy and guidance to make inclusive design a requirement and not just an aspiration. There's always further to go in this, and both central and local government and those involved in regulating the quality of our infrastructure and built environment can continue to develop this and set out clear, actionable and aspirational regulation.

But we'd like to see more than this alone. We want to make inclusive design second nature to policymakers, developers and practitioners. That means shifting the perceptions of all those who have a role in creating the built environment so that they recognise inclusive design as the top of our priority list, and fundamental to achieving social and economic value – not just as an add-on.

It means building the understanding, skills and capacity of everyone involved in creating the built environment - from a policy officer in Westminster writing new policy, to a developer setting a brief, through to the architect at a first client meeting, through to how facilities staff maintain and manage spaces.

And it means step by step bringing about culture change that shows that this is the new normal – by showcasing what we're doing well, by championing it at every stage, and by starting and continuing the conversation. □

参考文献/Reference

[1] <https://www.habinteg.org.uk/localplans>

6 伯明翰图书馆/ Birmingham Library