DESIGNING WITH EMPATHY: LISTENING TO CREATE INCLUSIVE PLACES AND SPACES

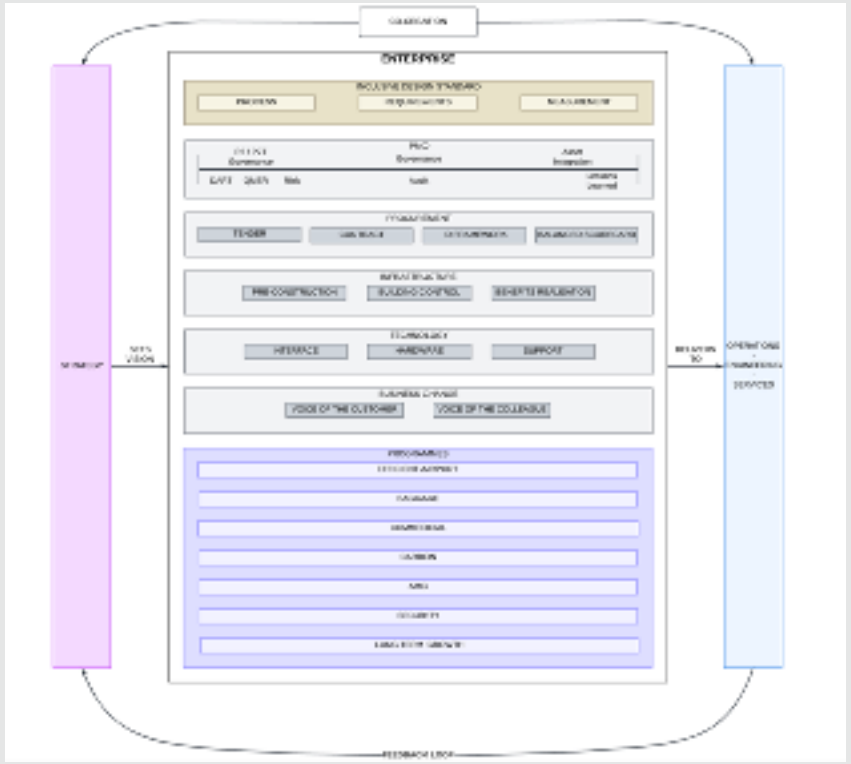
Jenny McLaughlin
Heathrow

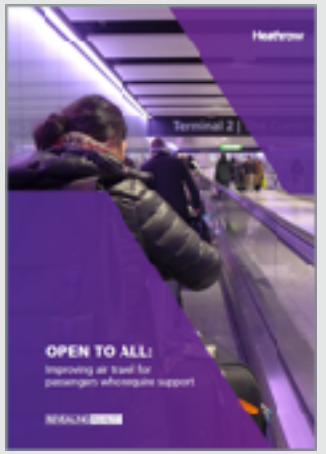


Solutions ‘Inclusion as Standard’ approach

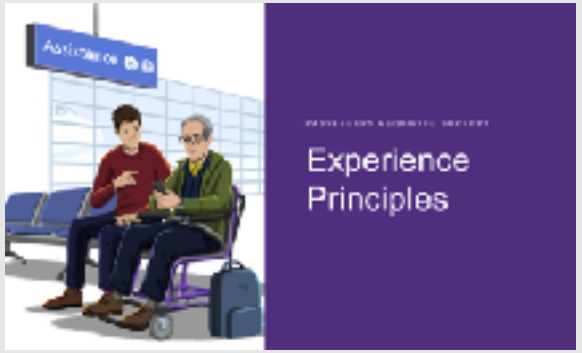
Create a meaningful relationship between design, safety and equitable delivery of products, processes and services focusing on their human centred interaction.

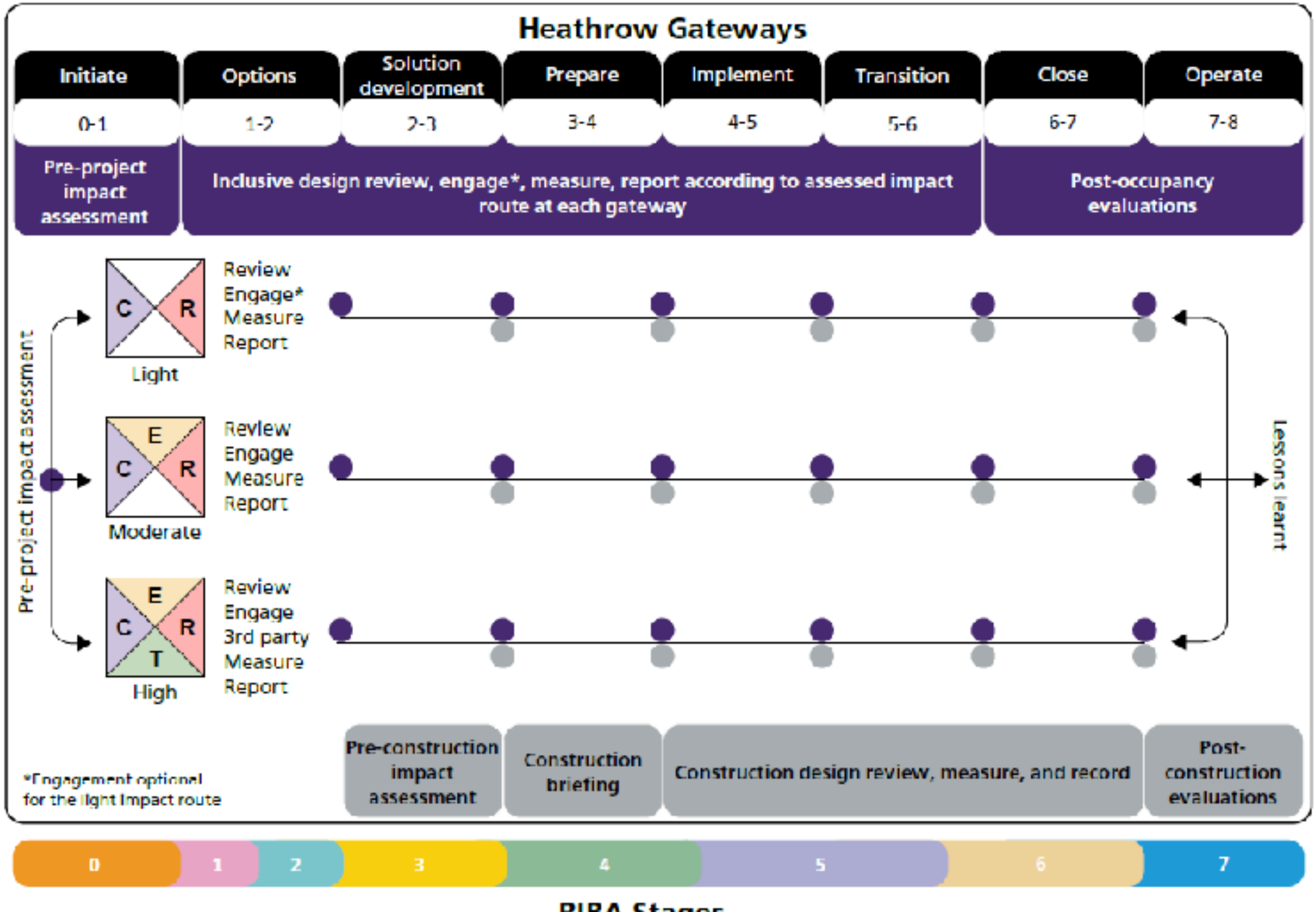


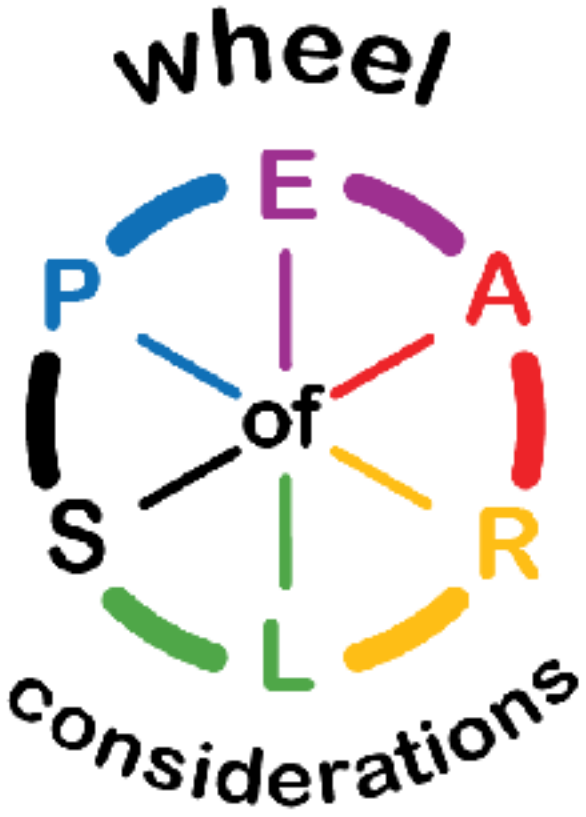









Heathrow Gateways
Initiate
Options
Solution development
Prepare
Implement
Transition
Close
Operate
0-1
1-2
2-3
3-4
4-5
5-6
6-7
7-8
Pre-project impact assessment
Inclusive design review, engage*, measure, report according to assessed impact route at each gateway
Post-occupancy evaluations
C
R
Review
Engage*
Measure
Report
Light
E
C
R
Review
Engage
Measure
Report
Moderate
E
C
R
T
Review
Engage
3rd party
Measure
Report
High
Pre-project impact assessment
Lessons learnt
*Engagement optional for the light impact route
Pre-construction impact assessment
Construction briefing
Construction design review, measure, and record
Post-construction evaluations
0
1
2
3
4
5
6
7
RIBA Stages



A measurement tool that aims to increase awareness of how inclusive environments **enable people to equitably engage in life's activities**

People	Consider the people who use your space, the people who do not use your space, and why
Environment	Consider the design features of the environment your space includes
Activities	Consider the activities that happen or should happen in your space
Risks	Review potential risks of low agency scores and discuss potential mitigations
Legacy	Review relevant projects within your organisation or outside of it and add to the Legacy list
Systems-thinking	Coordinate with wider project and programmes to align on 'Inclusion as Standard'