

## MODULE 2 WORKSHEET - DESIGN FOR EVERYBODY



When designing public spaces, it is really important to design for all customers. People come in all shapes and sizes, ages, abilities and disabilities. As a Customer Experience Designer, it is my job to make sure that everyone's needs are met and that everyone can benefit from and enjoy the design of our stations.

**Reuben, Customer Experience Designer**

### Challenge 1: Waiting Room Specification

A specification is an important document. It is a tick-list that outlines the essential qualities of a design. Each point should be justified to explain why it is included.

Read the experiences from the railway customers below and write a twelve-point specification for a waiting area in a new HS2 station. You must ensure that it meets the needs of all customers. We have written the first point for you.

#### Karin, 92

My husband and I still like to go on day trips and we often go by train. The biggest problem for me is how chilly the platforms can be. I need a nice warm waiting room with comfy seats. It's important that there are seats that have armrests so that I can easily get up when my train arrives. It's also great if there is priority seating for older people. Non-slip floors are also important as a fall at my age could be dangerous.

#### Faisal, 28

I have mobility impairments and use a wheelchair when travelling. I often travel with my mate Seb, so it's great if there is a space for me next to a seat so that we can sit together. It's also helpful if there are automatic doors and enough room for me to turn my wheelchair and move between the seats.

#### Jim, 56

I have visual impairments and take the train every day to work. My visual impairments mean that I need spaces to be brightly lit and furniture painted in bright contrasting colours so that I can see them more easily. Large glass panels should also have some markings on them and furniture should have no sharp edges, in case I walk into them. I cannot read information boards and so rely on audio announcements and brail.

#### Trisha 32

I travel with my four children; two-year-old twins, a four-year-old and six-year-old, to visit their grandmother. The twins travel in a double pushchair and there is never room to park it next to me. Being a slightly larger woman, it's also helpful if there are seats without armrests so that I can sit comfortably.

#### Renée, 43

I am deaf. Most people don't realise this, as my disability is invisible. I cannot hear the announcements, so I must rely on the digital information display. Other people who have hearing impairment and who use hearing aids will be able to hear the announcements better if there is a hearing loop.

#### Tristan 40

I have restricted growth caused by achondroplasia, which is a type of dwarfism. Most of the seating is not designed for people who are either shorter or very tall. Why not have a selection of seating heights and sizes so that everybody can sit comfortably?

**MODULE 2 WORKSHEET - DESIGN FOR EVERYBODY****Waiting Room Specification**

1. The waiting room floor must be non-slip to avoid customers slipping.

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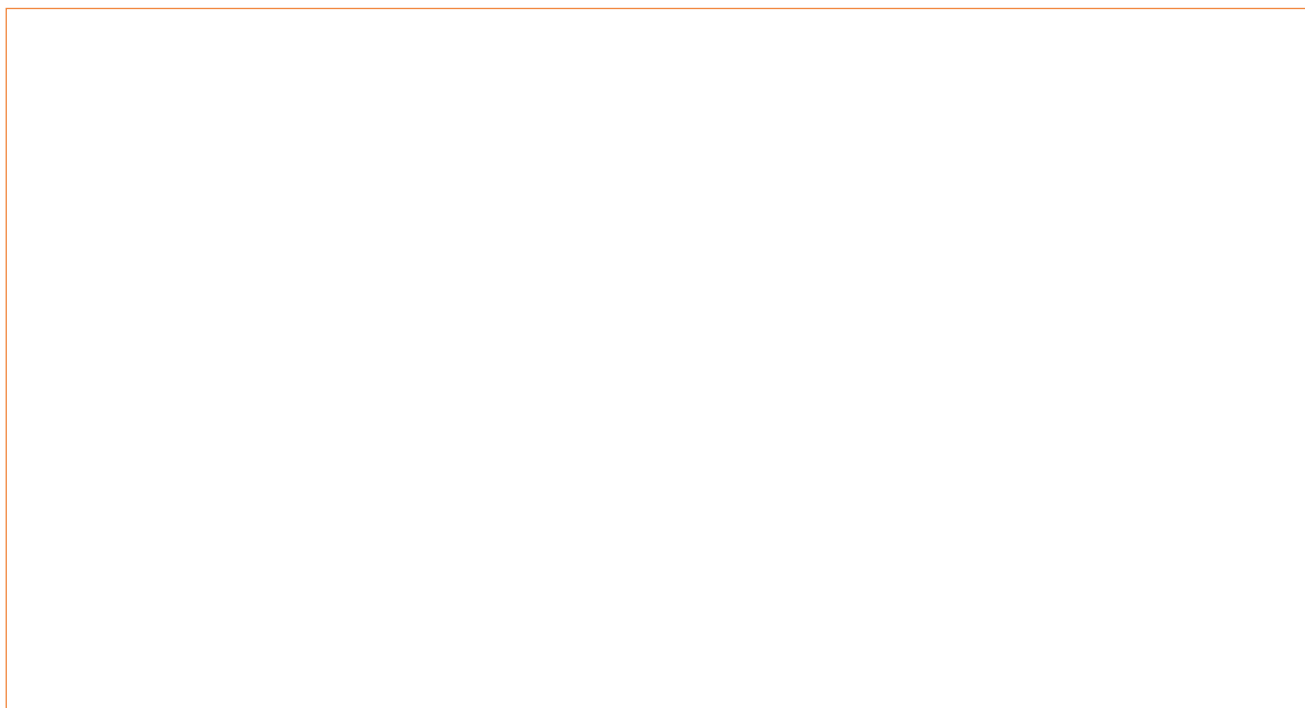
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## MODULE 2 WORKSHEET - DESIGN FOR EVERYBODY

### Challenge 2: Product Analysis

Universal design is where products are designed to meet with everybody's needs, including people with disabilities and older people. Not all products are designed in this way.

- a) Choose a product from your school environment and sketch it in the space below. It could be an item of furniture, a tool, or a fixture or fitting. You should include:
- Product dimensions;
  - Annotations evaluating its features and whether they would or would not qualify as universal design.



- b) Suggest two improvements to the product to make it easier to use for all people. You may provide sketches on a blank sheet of paper.

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