

Case Study

PageGroup began using Clear Assured in 2018 as part of their strategy to place inclusion at the core of their organisation. One of the first users to achieve Silver Status they are currently working towards Gold with the result that their activity creates long term impact by embedding inclusion into everyday behaviour.

Background

In 2019 the CEO of PageGroup became a wheelchair user and so naturally they conducted a full accessibility review. The main offices that the CEO uses are two of the London ones, neither of which PageGroup own, which was an additional challenge. Therefore, they had to engage with landlords too.

Ensuring your offices and assessment venues are accessible to all is one of the requirements in Clear Assured and the first stage was for the Facilities team to conduct a review of the main buildings that would be used. Once this had been submitted, Clear Assured requested further action that would provide a more in depth, user focused analysis.

The toolkit recommended an external buildings consultant to provide an independent Access Review. The reason for doing this is that it provides commentary from the perspective of a disabled visitor and analyses the environment and critical paths a disabled user will follow, while taking into account the known ways the building is managed and its patterns of use.

Achievements

PageGroup went ahead with the Access Review and the results are a priority rated set of recommendations that take into account;

- Risk to the disabled user
- The impact of not making the change
- Reputational impact and more

The report also provided guidance on good practice and an outline cost indicator for the changes.

Fortunately, the London buildings are Grade A, so little changes have been required there, it was more about learning and the awareness of where the accessibility entrances were.

The main changes needed were in Steve's office. His meeting table has been moved out into the adjacent office with a door knocked through to improve his turning circle. He has a new movable desk and chair. Bathroom facilities were also upgraded.

Sheri Hughes, UK Diversity and Inclusion Director commented: **"The independent review demonstrated the depth you have to work at to make accessibility business as usual. As an organisation we are determined to embrace all aspects of inclusion and buildings accessibility is a key part of this"**.

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