

Disabilities Essentials Online Training

Free online training to help empower your staff and volunteers

45min online course covering:

- What do we mean by “disability”?
- Disability equality and the law
- Types of impairments
- Providing a greater service to everyone
- Language



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www.visitkentbusiness.co.uk

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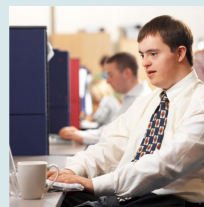
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Top tips to improve accessibility

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Programme



Introduction

Why improve accessibility

- Thinking about Disability (Quiz) & disabled people
- Equality Act 2010/DDA (Quiz) & key information

Things to consider

- Practical examples and things to consider
- Quick low-cost, no cost improvements
- What good looks like

Discussion/close

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Thinking about Disability Quiz



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Thinking about Disability

1. **How many disabled people are there estimated to be in the UK?**
 - Over 8 million
 - Over 9 million
 - Over 11 million
 - Over 14 million
2. **What proportion of disabled people use a wheelchair regularly?**
 - 1 in 3
 - 1 in 5
 - 1 in 10
 - 1 in 20

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Thinking about Disability

3. **What percentage of the over 70's have hearing loss due to ageing?**
 - Over 50%
 - Over 60%
 - Over 70%
 - Over 90%
4. **How many disabled people acquire their impairment during working age (16 – 64)?**
 - 2 out of 10
 - 4 out of 10
 - 5 out of 10
 - 8 out of 10

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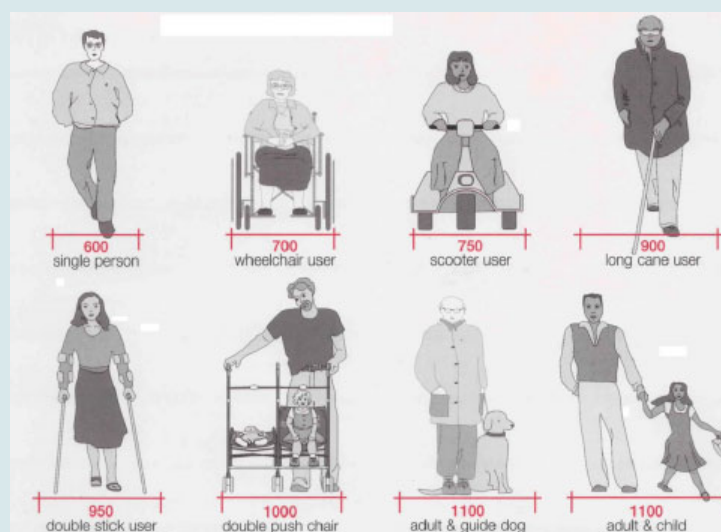
Thinking about Disability

2021 Impairments by percentage:

- Mobility (46%)
- Stamina/breathing/fatigue (33%)
- Mental health (29%)
- Dexterity (23%)
- Memory (11%)
- Learning (11%)
- Hearing (10%)
- Vision (9%)
- Social/behavioural (8%)

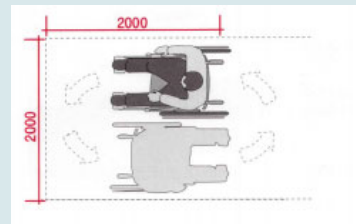
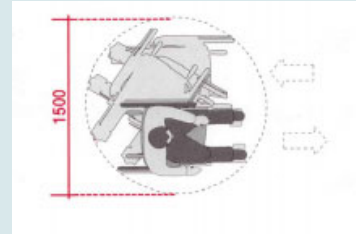
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Thinking about disability



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Thinking about disability



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Thinking about disability



People who have mobility impairments

Can walk on the level and negotiate suitably graded steps providing that convenient handrails are provided

Barriers may include:

- Ramps and changes of level
- Lack of handrails
- Long flights of stairs
- High thresholds
- Narrow doors
- Fixtures & fittings may be difficult to reach
- Lack of seating



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Thinking about disability



People who use wheelchairs

750,000 people use wheelchairs
 Different sized wheelchairs (& scooters)
 Have different strengths and reaches

Barriers may include:

Steps/stairs or any change in level
 High thresholds and water barriers
 Narrow and or heavy doors
 Poor signage
 Entry systems
 Fixtures & fittings may be difficult to reach



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Thinking about disability



People who are deaf and hearing impaired

1 in 7 have significant hearing loss
 71% of the over 70's have hearing loss due to aging
 4 million would benefit from hearing aids, only 2 million use them

Barriers may include:

Poor signage
 Door entry systems/intercoms
 Poor lighting
 Frequently used doors without vision panels
 Lack of contrast nosings on steps/stairs
 May benefit from sound enhancement systems
 May need visual indicators



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Thinking about disability



People who are blind and visually impaired

Over 2 million visually impaired people in the UK
 18% have no sight at all, others have residual vision
 3% read Braille

Barriers may include:

- Poor signage
- Door entry systems
- Poor lighting
- Steps and ramps
- Lack of good colour contrast
- Instructions/notices in small decorative fonts
- Hazards/obstructions



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Thinking about disability



Neurodiversity

The infinite variety in the human brain regarding sociability, learning, attention, mood and other mental and sensory functions, which can collectively be grouped as neurotypical, neurodivergent and neurodegenerative.

Includes people with dyslexia, autism and learning difficulties. Could also include people with dementia and other mental health problems.

Barriers may include:

- Poor signage
- Door entry systems can be confusing
- Poor lighting
- Lack of good colour contrast
- Instructions/notices that are difficult to read/understand
- Hazards/obstructions
- Noise

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Equality Act 2010/DDA quiz

1. The Equality Act 2010/DDA defines a disabled person as someone who has been disabled for at least 12 months.
True or false?
2. The Equality Act 2010/DDA says that any service provider who deals with the public may have to make reasonable adjustments to the way they provide services to make them accessible to disabled people.
True or false?
3. A shop puts out a leaflet about Christmas opening hours. This leaflet must be put into Braille.
True or false?
4. Service providers must anticipate what disabled people may need but employers do not.
True or false?

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Equality Act 2010/DDA quiz

5. The Equality Act 2010/DDA only applies to organisations that charge for their services
True or false?
6. Health and Safety is more important than the Equality Act 2010/DDA.
True or false?
7. People with dementia aren't covered by the Equality Act 2010/DDA.
True or false?
8. We need to make sure we put ramps everywhere.
True or false?

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The Equality Act 2010

- Gained Royal Assent on 8th April 2010
- Brought together, harmonised and in some respects extended previous equality law
- Aims to make it more consistent, clearer and easier to follow in order to make society fairer
- Introduced 9 Protected Characteristics

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The Equality Act 2010

Disability Discrimination

- Direct discrimination is where a disabled person is treated less favourably than someone else because they have a disability.
- Indirect discrimination could apply when a policy, criterion or practice is applied or introduced to all individuals; but it has an effect that particularly disadvantages disabled people e.g. requiring a specific type of ID or a medical certificate.
- Discrimination arising from disability occurs when a disabled person is treated unfavourably because of something connected to the disability e.g. lack of provision of information in accessible formats.

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The Equality Act 2010

Physical Features

Service providers may have to make 'reasonable adjustments' to the physical environment to overcome physical barriers to access





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The Equality Act 2010

Physical Features

Service providers must take reasonable steps to:

-  remove the feature/barrier
-  alter it
-  go round or avoid it
-  provide a reasonable alternative way of making services available

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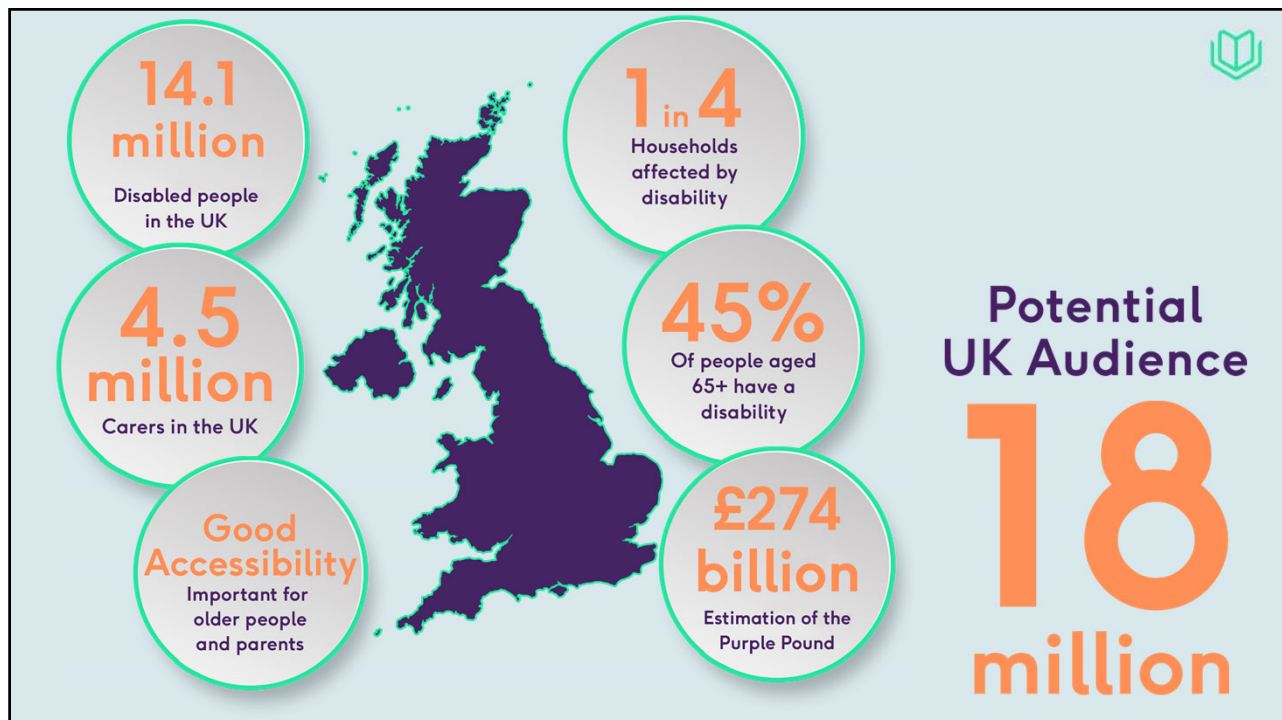


The Equality Act 2010

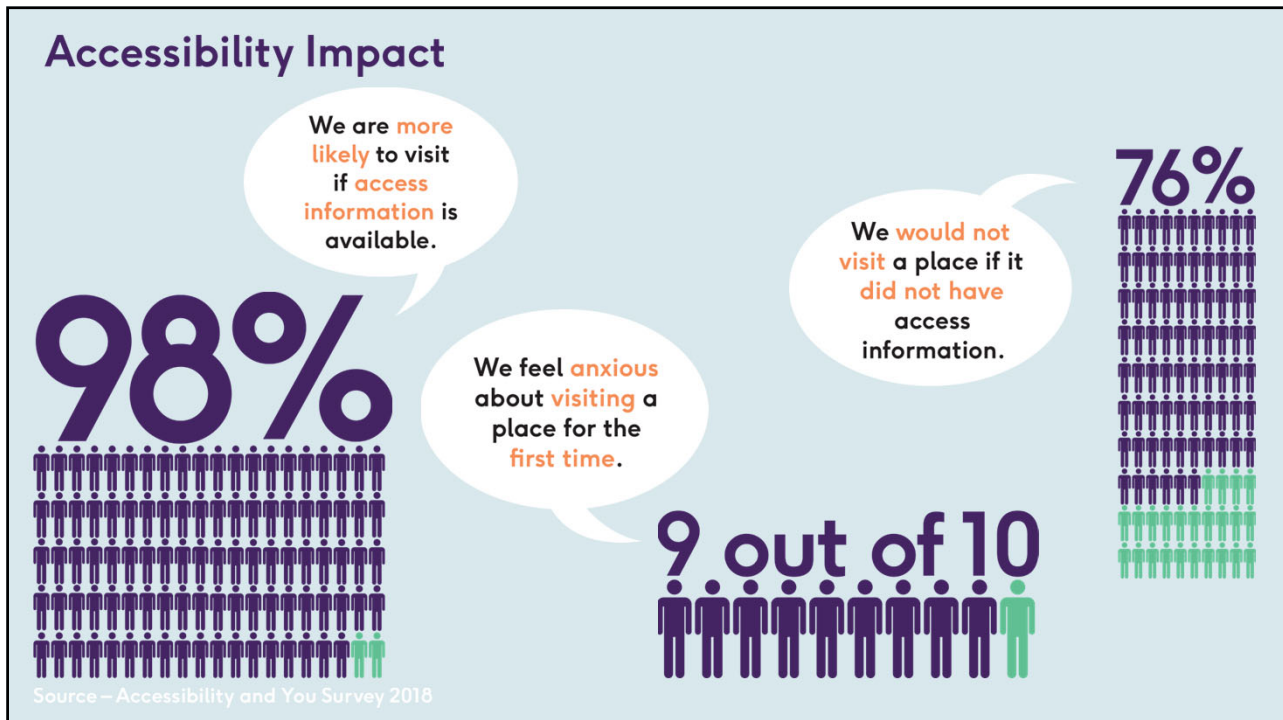
Exemptions

- Health & safety
- Protecting the nature of the business or service
- Leases, binding obligations

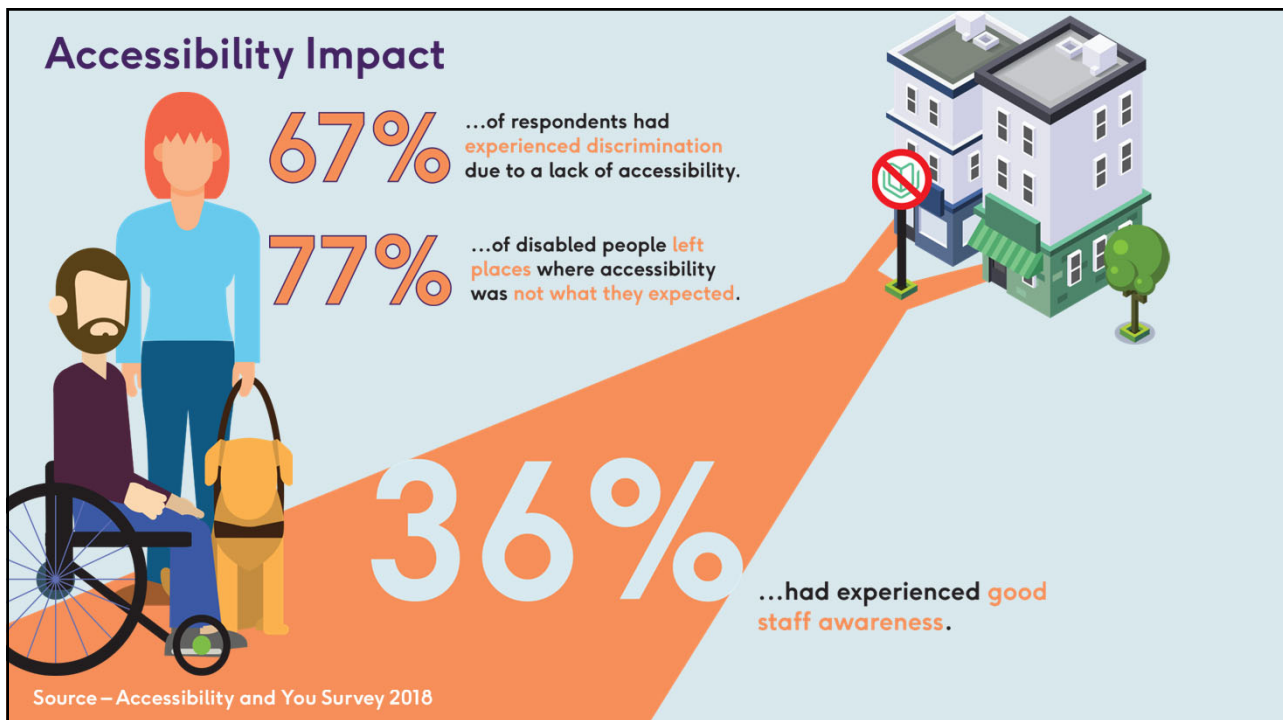
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Things to consider

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Things to consider

- ✓ Pre visit information
- ✓ Parking & drop-off
- ✓ Approaches
- ✓ Entrance & reception/counter
- ✓ Getting around inside – routes, stairs, lifts
- ✓ Facilities – toilets, seating, cafes,
- ✓ Emergency exits
- ✓ Customer service

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Top tips

Quick, low cost, no cost

- ✓ Doors (ease or hold open)
- ✓ Signage
- ✓ Toilets – bins, shelf, alarm cord, paper towels, storage
- ✓ Colour contrast
- ✓ Lighting
- ✓ Music/background noise
- ✓ Seating
- ✓ Auxiliary aids – staff awareness
- ✓ Information
- ✓ Customer service (staff training)
- ✓ Make people aware of any improvements

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Things to consider

Longer term

- ✓ Planning in advance and reviewing what is in place
- ✓ Conducting access audits
- ✓ Involving customers or and staff with disabilities
- ✓ Making people aware of reasonable adjustments
- ✓ Maintaining auxiliary aids and have plans in place in case of failure
- ✓ Employee training
- ✓ Encourage employees to develop additional skills e.g. BSL

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Accessible Written Information

- Use ideally 14 point (large print is minimum 16 point usually 18 point)
- Use a plain font
- Avoid italics
- Avoid BLOCK CAPITALS
- Use **bold print (sparingly for emphasis)** but not *italics* or underline
- Don't overfill the page

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Things to consider
What does good look like

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CAROL'S CLOSET HOME MENS WOMENS BASKET ACCESSIBILITY

Make sure you include **accessibility information** on your website

Use **simple, clear and consistent signage** to show where services are located

Invest in **disability equality and awareness training** for your team

Ensure **emergency alarms** in toilets, fitting rooms, changing rooms or hotel rooms are untied and within 10cm from floor level - this will allow a person who has fallen to reach them

If you have counters look at **installing a lowered one**, if this isn't possible have clipboards available

If you have an accessible toilet, consider make sure it is **not used for storage and that a wheelchair user can wash and dry their hands easily**

Think about the **accessibility of printed materials** like menus, could you make the print larger or clearer - could a member of staff read it aloud on request?

When decorating think about how **colour contrast** might help visually impaired people

Consider **providing a seat** for people who may find it hard to stand for long periods

If you have stepped access, look at how you can **remove or reduce** this barrier

Ensure that aisles and walkways are kept as clear as possible and **consider how someone using a wheelchair, walking sticks or an assistance dog would get around**

If you play background music consider how **sound levels** might affect those with hearing impairments, autism or dementia

If you have a hearing assistance system (loop or infrared) **make sure your team know how to use it and that it is regularly maintained** - if you don't have one look at whether this is possible

Think about whether **wheelchair users can reach /use fittings** (e.g. shelves, mirrors, coat hooks, wash basins and toilet flushes)

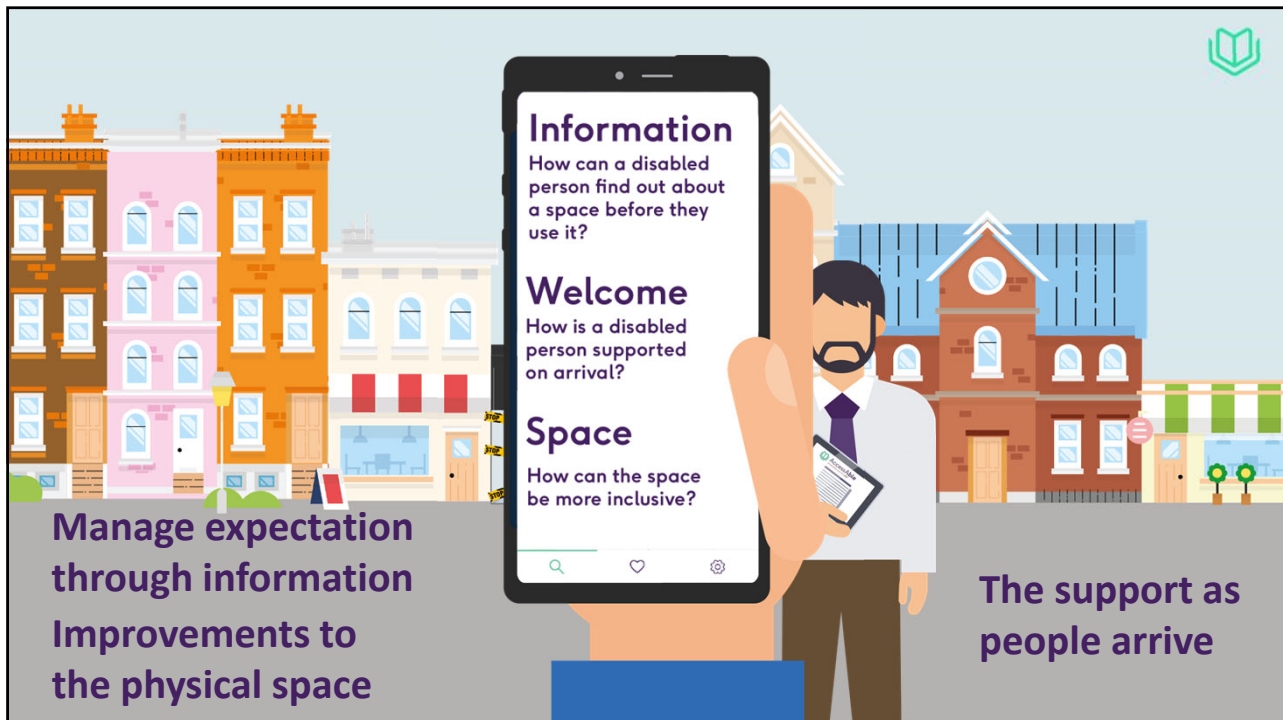
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Things to consider

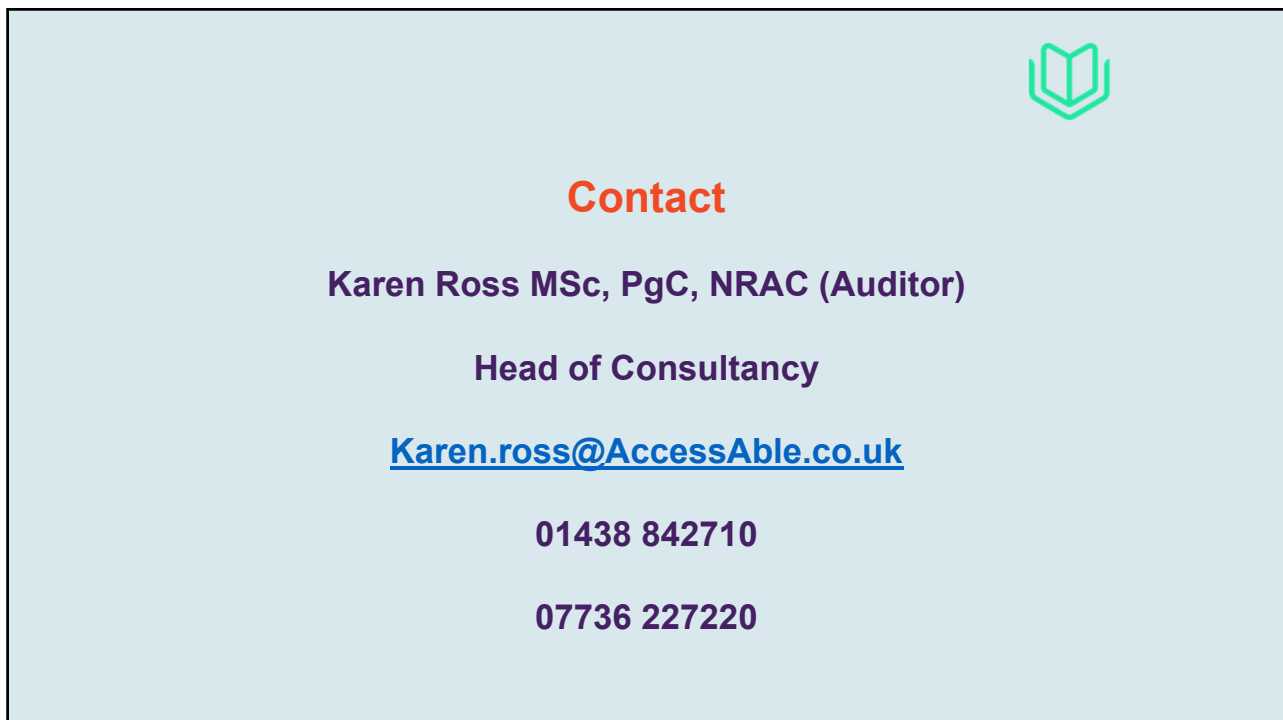
Providing a great service to disabled people –

- We are all unique – don't make assumptions about a person's ability or the help they might (or might not) need.
- Providing a great service to disabled people, is just about providing a great service.
- Train staff and volunteers, providing confidence and skills in their engagement.
- Early, open and honest communication.

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