

Goods and Services

Bringing the DDA to life for publicans

Improving access to goods and services for
disabled customers



Open 4 All campaign

New laws in force from **1st October 2004** mean that anyone providing a service must address those physical features which make it difficult for disabled people to use their services.

This means that service providers – including shops and restaurants, pubs, clubs, gyms, swimming pools and hospitals – have to consider making ‘reasonable adjustments’ to their premises or the way they provide their services to ensure they are not unreasonably difficult for disabled people to use.

The Disability Rights Commission (DRC) launched its Open 4 All campaign across England, Scotland and Wales to highlight what service providers should be doing to make their services accessible.

Disability Rights Commission

The DRC is an independent body, established by Act of Parliament to eliminate the discrimination faced by disabled people and promote equality of opportunity. When disabled people participate – as citizens, customers and employees – everyone benefits. So we have set ourselves the goal of ‘a society where all disabled people can participate fully as equal citizens’.

The Confederation of British Industry
The Federation of Small Businesses
The British Retail Consortium

are pleased to endorse this series of booklets.

Contents

Introduction	2
About the DDA	3
Case studies: Pubs	7
Action checklist	27
Hints and tips	28
Where to get more information	32

This booklet has been prepared by the Centre for Accessible Environments for the Disability Rights Commission.

Other booklets in this series:

Clothes Shop
Hairdressing Salon
Newsagent
Café

These booklets are also available in a range of formats from the DRC Helpline (see back cover for contact details).

This booklet gives general guidance only and should not be treated as a complete or authoritative statement of the law.

Introduction

As a publican, you are a service provider under the Disability Discrimination Act 1995 (DDA). You already have duties under the DDA to make changes to the way you deliver your service if it is difficult for disabled people to use.

These duties are extended from October 2004. This booklet aims to help you understand the new duties and respond positively and appropriately, in ways that will benefit both your customers and your business.

Through case studies, an action checklist and a series of tips and hints, the aim is to offer practical advice on improvements to customer service and premises – many of which have little or no cost – that will help you meet your legal duties and bring you more business from disabled people and others.

What's in it for you?

Apart from the fact that you have a legal duty under the DDA to do what you reasonably can to make your services easier to use by disabled customers, there is also a strong business case.

There are around 10 million disabled adults in Great Britain with an estimated spending power of more than £50 billion a year. If one includes families, friends and colleagues, the number of customers for whom accessible services matter is bigger still.

Many of the improvements suggested in this booklet will be welcomed by parents and carers of young children in baby buggies, people with lots of shopping and older people who may not consider themselves disabled but for whom easier access will be a great benefit.

About the DDA

Duties of service providers

If you provide a service to the public or a section of the public, you are a service provider under the DDA, and have a duty to make adjustments to your services for the benefit of your disabled customers. These duties come under Part 3 of the DDA, for which there is a Code of Practice (see Where to get more information, Publications).

The duties of service providers have been introduced in three stages:

- Since 2 December 1996 it has been unlawful for you to treat disabled people less favourably than others for a reason related to their disability.
- Since 1 October 1999 you have had to make 'reasonable adjustments' for disabled people, such as providing extra help or making changes to the way you deliver services.
- From 1 October 2004 you have had to make 'reasonable adjustments' to the physical features of your premises to overcome barriers to access.

What is a physical feature?

Physical features include: signage, external surfaces and paving, car parking areas, steps and stairs, entrances and exits, external and internal doors, WCs and public telephones. In pubs, they include the bar counter and tables and seating both inside the pub and in the pub garden.

What is a reasonable adjustment?

The DDA gives you four options if your premises have a physical feature which makes it impossible or unreasonably difficult for disabled people to make use of a service. You should take reasonable steps to:

- remove the feature

- alter it
- provide a means of avoiding it
- make the service available by an alternative means.

The Code of Practice for Part 3 of the DDA says that what it is reasonable for a service provider to do may vary according to the:

- type of services provided
- nature of the service provider and its size and resources
- effect of the disability on the individual disabled person.

Some factors to help you decide what might be reasonable:

- whether taking any particular steps would be effective in overcoming the difficulty that disabled people face in accessing a service
- the extent to which it is practicable for the service provider to take the steps
- the financial and other costs of making the adjustment
- the extent of any disruption which taking the steps would cause
- the extent of the service provider's financial and other resources
- the amount of any resources already spent on making adjustments
- the availability of financial or other assistance.

Where do I start?

Bear in mind that your duty as a service provider is to make your service accessible. Making your building accessible will help with this, but you also need to look at all aspects of how you deliver your service and anticipate how to adjust it to accommodate disabled customers' needs.

You will be aware from difficulties experienced by your disabled customers of some of the adjustments that need to be made to physical features. The local access group or disabled people's organisations may also be able to give advice. If you have the resources, an access audit is the best way of identifying all the barriers that disabled customers may face.

What is an access audit?

Access audits consist of a site visit and a report which identifies access problems and offers practical solutions. Recommendations will usually be prioritised and estimates of costs can also be included. The access audit report will provide you with the information you need to draw up an access improvement programme. Improvements can be incorporated within a refurbishment or carried out as part of routine maintenance or minor works. Many useful adjustments will carry no or very little cost.

How do I find an access auditor?

To find an accredited access auditor or access consultant (the latter have a construction background and can advise on improvements which affect the structure or construction of the building), contact the National Register of Access Consultants (NRAC), the UK's accreditation scheme for access practitioners (see *Where to get more information, Organisations*).

While there are also a number of reputable and experienced access auditors who are not yet members of the NRAC, avoid those who claim that if you follow their advice your premises will be 'DDA-compliant'. This is not how the law works.

What are my options?

The DDA offers you a choice where there is a physical feature that makes it difficult for disabled people to use your service. You may remove the physical feature, alter it, find a way of avoiding it or provide the service in another way.

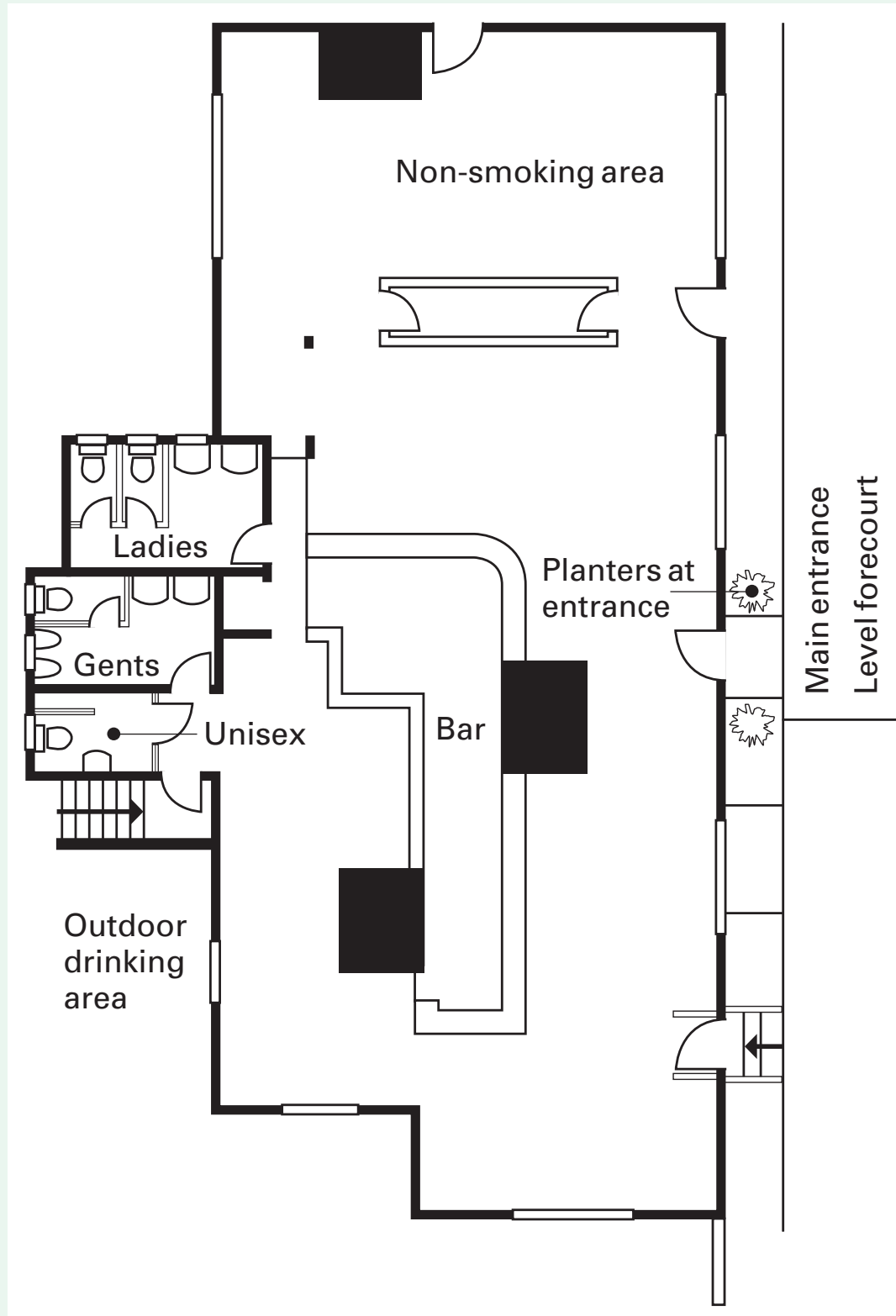
The DDA has a preference for the first two options. These reflect an 'inclusive' approach, making it possible for disabled people to use the service in the same way as other customers. Removing or altering physical features may not be expensive. In a pub, for example, it might involve repositioning the jukebox to gain more circulation space or re-arranging tables and chairs in the restaurant area to provide space for wheelchair users.

Bear in mind that your duties under Part 3 of the DDA are both 'anticipatory' and 'evolving'. This means that you should plan ahead to anticipate any difficulties your disabled customers might have. It also means that you should constantly seek to find new and better ways of making your services and premises accessible. Technology may evolve to offer better solutions, new access products or equipment may come on the market, or you may have more resources to make the costly adjustment that was not immediately affordable.

Note for employers

The employment duties contained in Part 2 of the DDA are not covered in this booklet. You should note, however, that the exemption for employers of less than 15 staff is removed on 1 October 2004 and from this date all employers will need to make reasonable adjustments for disabled employees.

Case study 1: Thatchers Arms, Brentwood



Set back from a busy main road, but flanked by attractive Essex countryside and a nature reserve, the Thatchers Arms is a handsome 600-year-old country pub. Refurbished in 2001, the pub has been made family-friendly and accessible, without the loss of its many period features.

With ample car parking and a choice of three outside seating areas, the Thatchers Arms also offers a light-filled and spacious interior, a non-smoking area, baby-changing facilities and a well-designed and equipped accessible WC.

The Thatchers Arms is leased by pub entrepreneurs Midas Taverns, who have six pubs. It was refurbished in 2001, when the wheelchair accessible WC was added. Licensee Pamela Jones reports a steady increase in custom from disabled people, family parties with young children and retired people in the three years since access improvements were carried out.



Positive aspects

- Level parking close to the entrance.
- The bar is open plan with no separation of saloon or public bar areas. This allows easy circulation through the bar area.
- An accessible WC has been installed, which is well designed and managed, and kept clear of storage. The fittings and rails are white against a coloured tiled background and provide good tonal contrast for visually impaired users.
- Staff are trained to assist customers who may need assistance.
- Signage is clear and legible.



Approaching the pub

- There is a level forecourt in front of the main entrance, off the main road, which provides accessible parking in a convenient location. A larger car park at another 100 yards away provides additional space.



Options

Consider providing one or more designated accessible parking bays at the entrance.

Cost implication: minor signage costs

The front door

- The step at the paved apron could be a trip hazard for visually impaired customers and obstruct wheelchair users from getting to the pull edge of the door.
- One of the planters close to the entrance door may pose an obstruction for wheelchair users.
- There is a raised timber threshold at the entrance that would be difficult for a wheelchair user to get over.
- The door handle is a round knob that may be difficult for customers with limited mobility to grip.
- The single-leaf door is glazed from 800mm above floor level, which does not allow wheelchair users to see someone approaching from the other side.



Options

Consider levelling out the paved apron in front of the door to provide a clear 1500mm by 1500mm space, with an unobstructed width of at least 300mm on the pull side of the door. This will allow wheelchair users to manoeuvre into place. The planter will need to be moved further away from the entrance and the step to accommodate this.

Consider lowering the threshold to provide a maximum 15mm level difference at the entrance, with a chamfered edge and provide a flush weatherseal.

Cost implication: medium, structural alterations may be required

The next time a refurbishment is carried out, the pub may consider replacing the main entrance door with one that has glazing extending from 500mm to 1500mm above floor level.

Cost implication: medium, no structural alterations required

Accessible WC

- There is not much signage indicating the presence and location of the WC facilities.
- Access to the WCs could be obstructed by the current arrangement of chairs and tables.
- The position of the waste bin close to the pan may obstruct wheelchair footrests.
- A pull-down baby changing facility is provided in the WC.
- The coat hook behind the door is too high for wheelchair users.

Options

Ensure that a clear route to the WC facilities is maintained by careful arrangement of chairs and tables.

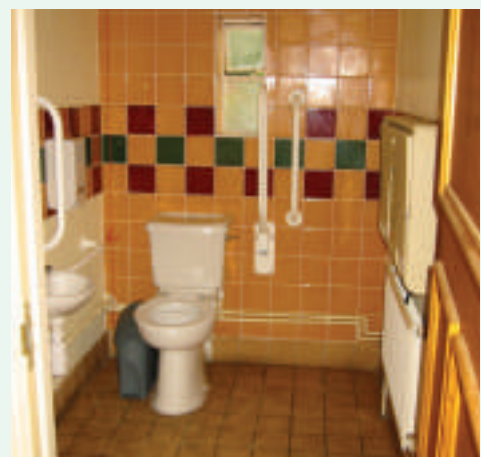
Clear signage should identify the presence and the location of the WC facilities and indicate the accessible route to these.

The signs should be at a height of 1400mm, with tonal contrast between the lettering and background. Signage should preferably use neutral phrases such as 'accessible WC' rather than 'disabled WC'.

A backrest to the WC is not necessary where the cistern can provide support, but the lid needs to be fixed down, so that it is not lifted off when pushed against.

It is not good practice to use wheelchair accessible unisex toilets for baby changing and an alternative location needs to be identified for baby changing.

A 1000mm high mirror could be



located here opposite the washbasin at a height of 500mm above the floor.

A shelf should be provided, at 950mm, close to the WC pan, for people who need to change colostomy bags and for other equipment.

Provide two coat hooks at heights of 1400mm and 1050mm above floor level.

Cost implication: minor

Bar area

- The bar counter is at a traditional height of 1100mm, which would be difficult for wheelchair users and people of short stature to use.



Options

The management of the pub ensures that table service is provided to those who would find it difficult to use the high bar counter. In the future, they may consider providing a lowered section of the bar for the convenience of a range of customers.

Cost implication: significant, but no structural alterations required

Open-plan bar area

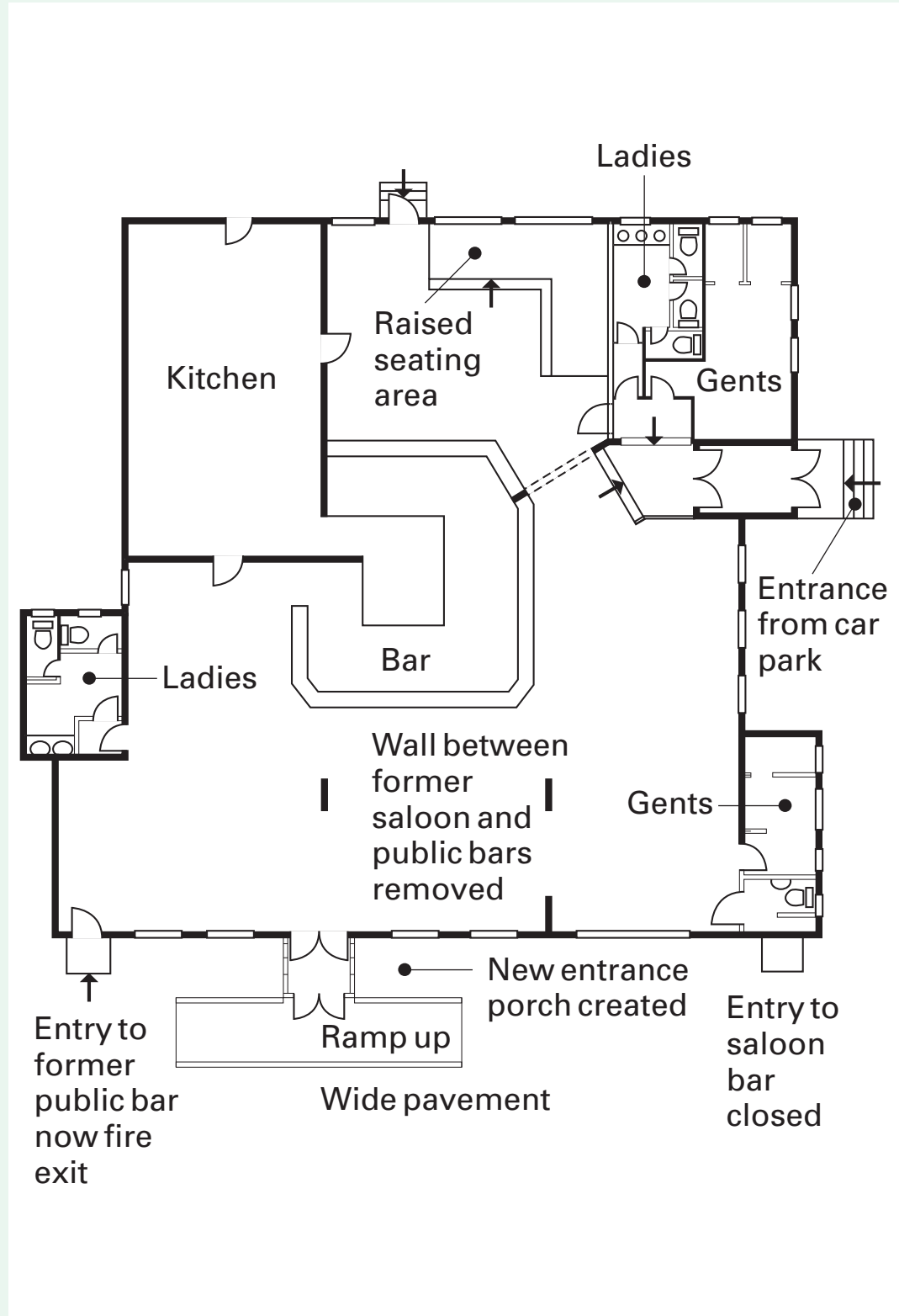
Timber posts and columns in an open-plan bar area could be a hazard for visually impaired people.

Options

Posts or columns need to be highlighted with a contrasting band at eye level, or where this may be out of character with the building, carefully positioned lighting.



Case study 2: The Queen's Arms, Barnet



This is a large pub on the outskirts of London, popular with footballers and cinemagoers from the local Barnet Football Ground and the adjacent Odeon Cinema. It was built in the 1930s in a traditional style of separate public and saloon bars, with a single-storey bar area and a large car park to the side and rear. The pub area is mainly at one level, except for a small raised area, sometimes used for staging performances. There is an outdoor seating area adjacent to the car park. The pub has three pool tables and provides pub food.

One of 130 pubs owned by McMullens, an independent Hertfordshire brewery, The Queen's Arms was refurbished by them in 2002, and a number of access improvements were carried out.

The Queen's Arms started off as a traditional pub with associated access difficulties. With the carrying out of access improvements, this has not only benefited disabled customers, but has enhanced the experience of using the pub, by providing a straightforward entrance, an open-plan interior, which is more pleasant and easier to move around in, and additional WC facilities which make it more comfortable for a wider range of customers.



Positive aspects

- A new centrally located entrance porch has been created to replace the separate entrances to the public and saloon bars. The two separate entrances to the public and saloon bars were respectively altered to serve as fire exits, or closed. The new entrance is in keeping with the traditional style of the building and enhances it by providing symmetry and logic. It is a much more rational and non-divisive way of entering the building rather than separately through the corners, as was previously the case. The entrance is also clearly identifiable as one.
- A symmetrical ramp which provides access to the entrance from two directions, with a low wall used as edge protection, looks attractive and in keeping with the building. The ramp is adequately wide, has a level landing at the top, and has a hard, slip-resistant concrete surface. This makes it easier for customers using wheelchairs, or wheeling baby buggies and luggage to enter the pub.
- The closure of the entrance to the saloon bar provided space for an accessible WC, which is clearly visible and within a short distance from the entrance. The WC is well designed, well managed, with a working alarm cord, kept clear of storage, and has a readily available key.
- Easier circulation within the pub has been made possible by the removal of the partition between the public and the saloon bar.
- Circulation is further helped by the arrangement of furniture that allows easy access throughout the bar. The only fixed seating is at corners and at the perimeter, keeping circulation areas and routes clear and rational.



- The signage in the pub is clear and not confusing. The menu is provided, in clearly readable typeface, at each table. Bar staff would read the menu to customers who needed this service.



Approaching the pub

- Clear, unobstructed approach with a wide, smooth pavement and a long length of dropped kerb along the road frontage to allow access into the car park.
- The pub has a large car park extending to the side and rear of the pub. However, there are no designated parking areas for disabled people. This may be a problem on days when the pub is crowded, as spaces close to the entrance will be taken earliest. There is also no clear signage pointing out the presence or the location of the car park.



Options

The pub is planning to designate spaces for accessible parking for disabled customers and those who need additional consideration, such as elderly customers and parents with shopping and baby buggies. These accessible parking spaces will be located closest to the entrance.

Signage indicating the presence and location of accessible parking should be placed at the entrance to the car park. There



should also be signs identifying the bays within the car park. At least one or two bays should be designated as accessible bays.

The manager has identified a location for an accessible parking bay at the front of the building close to the entrance and permission needs to be obtained from the local council to use this space as a parking bay.



Cost implication: minor, bay marking and signage

The front door

- The double entrance door leaves are slightly too narrow for a wheelchair user to gain access through a single leaf.
- The two sets of double doors are glazed from 900mm above floor level, which does not allow wheelchair users to see someone approaching from the other side.

Options

The pub may consider replacing the double-leaf door sets with a single wider leaf of at least 775mm, or automatically opening doors, when they next carry out a refurbishment. This would allow a wheelchair user to move clear of one set of doors before opening the second door. In the meantime, they need to ensure one leaf is kept permanently open during pub opening hours.



Cost implication: significant, but no structural alterations required

When carrying out the refurbishment as above, replace the doors with glazing extending to 500mm above floor level.

Cost implication: medium, no structural alterations required

Accessible WC

- The fittings and railings are white against a white tiled background, which may be difficult for customers with visual impairments to use comfortably.
- The alarm cord ends over a foot from the floor. If a customer fell to the ground, they may have difficulty reaching the handle of the alarm cord.
- The mirror is located 900mm above floor level, which would make it difficult for wheelchair users to use.
- The door of the WC is kept locked with the key available by request from the bar staff.

Options

The next time the pub is refurbished or decorated, they should consider increasing the colour tonal contrast between the fittings and background.

Cost implication: medium

Lengthen the alarm cord, so that the pull handle is 100mm above the floor.

Cost implication: none

They may also consider lowering the mirror to 500mm above floor level.

Cost implication: minimal



The pub may consider leaving the WC door unlocked, or make the key readily available to customers without their having to demonstrate a special need.



Bar counter

- The bar counter is at a traditional height of 1100mm, which would be difficult for wheelchair users and people of short stature to use.

Options

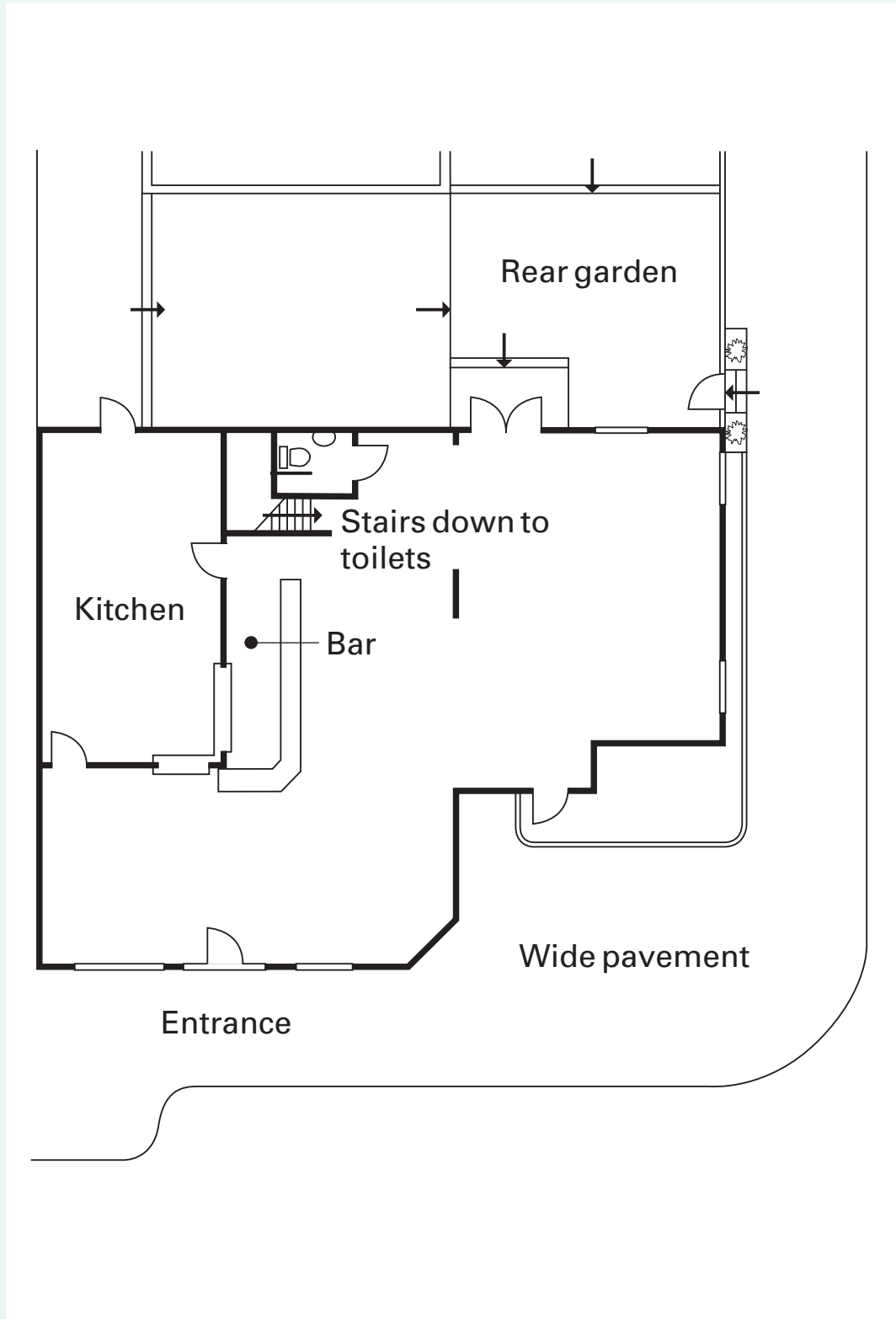
The management of the pub ensures that table service is provided to those who would find it difficult to use the high bar counter. In the future, they may consider providing a lowered section of the bar for the convenience of a range of customers.



Cost implication: significant, but no structural alterations required



Case study 3: The Pilot, Chiswick



This busy neighbourhood bar and restaurant in Chiswick is located on a street corner in a quiet and leafy part of the borough. It is one of three pubs in the area, owned by two partners, who bought it in early 2002 and carried out a refurbishment around the same time. The partners added an accessible WC, when carrying out the refurbishment.

It has a bar and restaurant area on a single level and a secluded, pretty, rear garden (including a barbecue area), with a separate entrance gate from a side street.



Positive aspects

- Bar and restaurant area at a single level which makes circulation convenient for customers, particularly for those with limited mobility or using wheelchairs.
- Accessible WC in a convenient location.
- Easy circulation within the pub made possible by furniture that is not fixed and can be moved easily.

Approaching the pub

- The entrance to the pub is not clearly identifiable, as there is no signage pointing out the entrance and the entrance doors and frames are indistinguishable from the surrounding frontage.
- The slabs to the pavement on the two sides of this corner pub are cracked and uneven and present a trip hazard.
- While there are parking bays to the front and side, none of these are designated as accessible parking bays for customers who may need this facility. There are some dropped kerbs, but not in suitable locations for those arriving by car.



Options

The entrance should be clearly identified by signage, or by picking out the door, or frame, in a different colour from the surrounding framing.

Although not the responsibility of the pub, an approach could be made to the local authority to re-lay the paving slabs to a smooth finish; to designate an accessible parking bay close to the entrance, and to provide dropped kerbs along the bay to the pavement.

Cost implication: to be discussed with the local authority

The front door

- There is a stone step of 100mm, with a 50mm timber door threshold above this, which would present an obstacle to wheelchair users.
- There is a single-leaf inward-opening, partially glazed door, with sidelights. A wheelchair user or a person of short stature might not be able to see someone approaching from the other side.



Options

Paint the door or the frame a different colour to clearly distinguish the entrance from the surrounding framing.

Install a call button at the door (at a height of between 900mm to 1100mm), that wheelchair users can use to call for assistance.

Provide a temporary wooden ramp, to the required slope, to be used on request by wheelchair users.

Provide clear signage on the door, such as a 'push' sign.

Cost implication: minor

Consider approaching the local authority to lay new paving to provide a level approach to the entrance.

Cost implication: to be discussed with the local authority

When carrying out a future refurbishment, consider replacing the door and sidelights with a wider door providing a level threshold, a 775mm clear width and with glazing extending to 500mm above the bottom of the door.

Cost implication: medium, removing the threshold may require further investigation

Accessible WC

- There is no sign indicating the presence of an accessible WC anywhere in the pub, or on the door of the WC.
- The WC is used for general storage.
- The WC was installed in early 2002 to the building regulations in use at that time. However, fittings are not in line with current guidance.
- There is no alarm cord.
- The fittings and railings are white against a white-tiled background, which could make it difficult for customers with visual impairments to use easily.
- The mirror is located high above the washbasin, which may make it difficult for wheelchair users to use.
- The soap dispenser should be located over the washbasin.
- The toilet roll holder would be difficult to use and needs to be changed to a one that is lower and possible to use with one hand.



Options

The pub needs to, as a priority, remove stored items from inside the WC.

Cost implication: none

Provide an emergency assistance alarm, with an alarm cord extending to the floor.

Provide adequate signage to identify the presence and location of the WC.

Provide additional grab rails in line with the latest building regulations.

Move the soap dispenser to over the washbasin.

Provide adequate contrast between the fittings and fixtures and the wall and floor, when the WC is next decorated.

Provide a new mirror, 1000mm high, 500mm above the floor.

Cost implication: minor

When the pub is next refurbished, investigate what can be done to bring the pub into line with current guidance.

Bar counter

- The bar counter is at a traditional height of 1100mm, which would be difficult for wheelchair users and people of small stature to use.



Options

The manager of the pub needs to ensure that table service is provided to those who would find it difficult to use the high bar counter. Information about this service should be clearly indicated.

In the future, she may consider providing a lowered section of the bar for the convenience of a range of customers.

Cost implication: significant, but no structural alterations required

Signage

- Signage throughout the pub, including at the entrance, could be made clearer and more prominent.

- Menus are provided at each table, but the font size may be too small for visually impaired customers.



Options

Provide clear signs to indicate the entrance to the pub, the presence and location of the accessible WC, any new facilities added, such as a call button at the entrance, and availability of table service for those who find it difficult to reach the bar counter. Provide menus with a minimum of 14 point typeface.

Cost implication: minor

Access to rear garden

- Access is through a set of fully-glazed double doors, with a round knob handle, which would be difficult for some people to grip.
- The main garden area is at a drop of 300mm below the door and accessed by two steps. There is a further drop of 150mm to an area to the side and a drop of 300mm to an area at the rear.
- There are two steps up from the pavement to the wicket garden gate, which is 650mm wide and too narrow for wheelchair access.



Options

Replace the round door knob with a lever handle, which is easier to grip.

Consider building up a section of patio area level with the pub, which can be accessed by wheelchair users.

Cost implication: major alteration required

Action checklist

- Make sure you know what your duties are under the DDA.
- Think through the range of services you offer.
- Identify the physical features of your premises and consider whether they make it difficult for disabled customers to access goods and services.
- Talk to your disabled customers and invite suggestions on what adjustments might be made both in relation to physical features and the way you offer services.
- Invite the local access group or organisations of disabled people to offer advice.
- If you have the resources, consider having an access audit carried out.
- Make any changes that you can straight away.
- Draw up a continuing access improvement plan and keep this under review.

Hints and tips

Can disabled people find your pub?

Clear external signs help. Car parking, where available, should be clearly indicated and accessible bays signposted from the car park entrance.

Can disabled people get into the pub?

If car parking is available, provide one or two accessible parking bays. Ideally, disabled customers will be able to enter the pub independently, both through a main entrance door and the door leading from the car park, if there is off-street car parking.

Where the pub is in a listed building or on an awkward site, it may not be practicable to make the main entrance accessible. Older pubs, however, because of the tradition of saloon and public bars, may have several entrances. In this case, it may be possible, with lateral thinking and some internal re-organisation, to upgrade a secondary entrance to form a new principal entrance.

Entrances in regular use should be clearly identified as such – to benefit customers with visual impairments and those unfamiliar with the premises.

They should be wide enough to accommodate wheelchair users.

Where a level approach to the entrance door is not achievable, an appropriately designed and installed ramp may be appropriate.

If level or permanently ramped access is not achievable, consider other adjustments such as:

- providing a portable temporary ramp and a call bell to alert staff when a disabled customer needs assistance to enter the premises
- positioning door handles at an easier height
- making the door less heavy to open.

What other adjustments can you make?

Ideally, disabled customers should be able to gain access to all areas in your pub where services are available. If, for example, it is not possible to overcome an internal step with a ramp, make sure that drinks (and food if it is available) can be delivered to wheelchair users in other parts of the pub. Pay particular attention to:

- signage – clear signs help everyone and are of particular benefit to people who have visual impairments
- colour contrast – when you redecorate, make sure that doors and other physical features are readily distinguishable against their background
- blackboard menus – a mixture of upper and lower case (capital and small letters) is easier to read than all upper case.

Loose rugs and mats are a trip hazard and edges should be well secured down.

Provide additional lighting at entrances, so that there is not a sudden drop in lighting levels from the outside to the inside in the daytime; highlight columns and posts and other obstructions that may prove a hazard to visually impaired people and make sure signs are well lit, with spotlights if necessary. Lighting should be particularly good at stairs and steps and in external parts of the premises.

Printed or handwritten menus should also be available and staff should be willing to read the menu and other information to visually impaired customers.

Check that circulation routes are unobstructed and that there are no awkwardly placed fittings and fixtures that could be a hazard for visually impaired or mobility impaired customers.

Is the bar accessible?

Bars of a conventional height make it difficult for wheelchair users and people of short stature to communicate with staff and pick up drinks. It may be possible with ingenuity to

provide a lowered section of the bar (between 700 and 760mm) in an appropriate position. In an historic pub with a listed interior, this may be impracticable. In this case, staff should take orders and bring drinks and food to where customers are sitting. There should be signs indicating that this service is accessible.

The lighting at the bar area should be bright and directed at the faces of bar staff, so that customers hard of hearing can lipread.

Paper and a pen should be conspicuously provided for deaf customers to communicate with bar staff if necessary.

Do you have an accessible WC?

It is a licensing requirement for pubs to provide WCs for their customers. The provision must include an accessible WC compartment designed and equipped to current standards (see *Where to get more information*, Publications). In historic pubs and those on restricted sites, this may not be readily achievable and may have to await major refurbishment. A possibility may be to remove the partitions between two standard compartments to create one accessible compartment. Attention will need to be given to the size of lobbies and the positioning and swing of doors.

What about the need for statutory consents for some building changes?

You may need to obtain statutory consent before making adjustments involving changes to premises. Such consents include planning permission, building regulations approval (or a building warrant in Scotland), listed building consent, scheduled monument consent and fire regulations approval. The DDA does not override the need to obtain such consents.

What about leased premises?

If you do not own your premises and the terms of your lease do not allow you to make alterations, special provisions

apply. The DDA enables you to make the alteration if the landlord consents, and also says that the landlord must not withhold consent 'unreasonably', but may attach 'reasonable conditions' to the consent.

Part M exemption

Recently built pubs and those where a refurbishment has required building regulations approval will have met the access requirements of building regulations (Part M in England and Wales, Part R in Northern Ireland and the Technical Standards in Scotland). A ten-year exemption from the duty to make reasonable adjustments applies to physical features constructed or installed in accordance with the relevant technical documents supporting the respective building regulations. Aspects of physical features not controlled by building regulations are not exempt – for example door furniture as opposed to the door itself.

The Part 3 Code of Practice for the DDA gives further information on this. Do not assume that you have met your duties to disabled customers because your premises meet building requirements for accessibility.

Management and staff training

It is important that access improvements are regularly reviewed and maintained to ensure that they continue to benefit disabled customers. It is common for accessible WCs, for example, to become storerooms, and cleaning staff need to be made aware of the need to keep them uncluttered.

Customer service training for staff should aim to familiarise them with all the changes made – alterations to physical features, the availability of extra help or adjustments to the way the service is provided – to make sure services are accessible to disabled customers. Disability equality training may be considered to give staff the confidence to offer help in appropriate ways. The local access group may be able to offer this (see *Where to get more information, Organisations*).

Where to get more information

To find out more about the DDA

The DRC is here not just to help disabled people but also to help you as a service provider. Please feel free to contact us and use our Helpline services. We have produced a range of publications to help you with your DDA duties. Visit the DRC website at www.drc-gb.org or call the DRC Helpline (see outside back cover).

Publications

Making access to goods and services easier for disabled customers – a practical guide for small businesses and other small service providers, Disability Rights Commission 2002

2004 – what it means to you

A guide for service providers

2004 – what it means to you

A guide for disabled people

Available free of charge from the DRC Helpline.

Disability Discrimination Act 1995

Code of Practice

Rights of Access

Goods, Facilities, Services and Premises, Disability Rights Commission 2002

Published by The Stationery Office and available price £13.95 from:

The Stationery Office (mail, telephone and fax orders)

PO Box 29, Norwich NR3 1GN

Telephone orders: 0870 600 5522

Fax orders: 0870 600 5533

Email: book.orders@tso.com

The Code of Practice can also be downloaded free of charge from www.drc-gb.org.

Designing for Accessibility

Centre for Accessible Environments and RIBA Enterprises
2004

Up-to-date and user-friendly good practice design guide.

Available price £22.00 including postage and packing from CAE or online at www.ribabookshops.com.

Good Loo Design Guide

Centre for Accessible Environments and RIBA Enterprises
2004

Inclusive design guide on WCs to suit a wide range of users.

Available price £22.00 including postage and packing from CAE or online at www.ribabookshops.com.

Access Audits: a planning tool for businesses

Centre for Accessible Environments 2003

Award-winning film showing what an access audit is and how its recommendations can be used to improve a business's premises and customer service.

Available price £13.20 including postage and packing from CAE. Available as a VHS cassette, CD ROM or DVD, with subtitles and/or BSL.

Open for Business

Taking the risk out of 2004

Employers' Forum on Disability 2003 (new edition due shortly)

Practical, straightforward advice on how to make premises user friendly.

Available price £16.00 for members and £21.00 for non members from EFD.

Organisations

Disability Rights Commission (DRC)

DRC Helpline

FREEPOST MID 02164

Stratford upon Avon CV37 9BR

Telephone: 08457 622 633

Textphone: 08457 622 644

Fax: 08457 778 878

Website: www.drc-gb.org

Information and advice concerning all aspects of the DDA. All DDA-related publications, including the Code of Practice: Rights of Access, Goods, Facilities, Services and Premises, can be downloaded from the website.

Centre for Accessible Environments (CAE)

70 South Lambeth Road

London SW8 1RL

Telephone/textphone: 020 7840 0125

Fax: 020 7840 5811

Email: info@cae.org.uk

Website: www.cae.org.uk

Registered charity which provides information, design guides, training and consultancy services on making buildings accessible to all users and advice on the premises duties of service providers and others under the DDA.

National Register of Access Consultants (NRAC)

70 South Lambeth Road

London SW8 1RL

Telephone: 020 7735 7845

Textphone: 020 7840 0125

Fax: 020 7840 5811

Email: info@nrac.org.uk

Website: www.nrac.org.uk

The UK's accreditation scheme for access auditors (who can carry out access audits and give general advice on solutions) and access consultants (who have a construction background

and can carry out access audits, advise on technical solutions and strategy and draw up access improvement plans).

The database of members can be consulted online at www.nrac.org.uk.

Disabled Living Foundation (DLF)

380-384 Harrow Road

London W9 2HU

Telephone: 020 7289 6111

Textphone: 020 7432 8009

Fax: 020 7266 2922

Email: advice@dlf.org.uk

Website: www.dlf.org.uk

A registered charity which provides advice and information on equipment and assistive technology to enhance the independence of disabled people.

RADAR

12 City Forum

250 City Road

London EC1V 8AF

Telephone: 020 7250 3222

Textphone: 020 7250 4119

Fax: 020 7250 0212

Email: radar@radar.org.uk

Website: www.radar.org.uk

Campaigning charity which has information about access groups across the UK.

Employers' Forum on Disability (EFD)

Nutmeg House

60 Gainsford Street

London SE1 2NY

Telephone: 020 7403 3020

Textphone: 020 7403 0040

Fax: 020 403 0404

Email: website.enquiries@employers-forum.co.uk

Website: www.efd.org.uk

A membership network of employers, the EFD aims to make it easier to employ disabled people and serve disabled customers. In addition to Open for Business, useful publications include Welcoming Disabled Customers and The Disability Communication Guide. These cost £2.21 per copy for a minimum of five copies for non members, and £1.89 for members.



For more organisations see **Making access to goods and services easier for disabled customers**, the DRC's practical guide for small businesses and other small service providers.


If you require this publication in an alternative format and/or language please contact the Helpline to discuss your needs. It is also available on the DRC website:
www.drc-gb.org

The DRC Language Line service offers an interpretation facility providing information in community languages and is available on the DRC Helpline telephone number.

You can email the DRC Helpline from our website:
www.drc-gb.org

SP14

 **Telephone** 08457 622 633
 **Textphone** 08457 622 644
Fax 08457 778 878
Website www.drc-gb.org

 **Post** DRC Helpline
FREEPOST
MID 02164
Stratford upon Avon
CV37 9BR



INVESTOR IN PEOPLE



Open 4 All
2004