

Disability awareness

This module helps raise awareness of disability and highlights the challenges that may be encountered by disabled people.

People who are not disabled, or don't know anyone who is disabled may not be aware of what it is like to live with an impairment, and awareness is key to making our society more accessible for all.

Introduction

The ICO is committed to furthering equality of opportunity for disabled people in relation to its staff and how it conducts its business with customers.

This course is designed to promote awareness about disability and give you an understanding of the legal framework in place to tackle disadvantage and discrimination of disabled people. The course provides an introduction to:

- What the law says and what our duties are to each other and to our customers
- The Public Sector Equality Duties
- Impairment and disability
- The models of disability
- The barriers a disabled person may encounter
- Making reasonable adjustments.

This content will be useful for all colleagues to help you contribute to an inclusive workplace.

What each section will cover

Section 1: What does the law say - In this section we will look at how the Equality Act 2010 and the Disability Discrimination Act 1995 address disability.

Section 2: The Public Sector Equality Duties - In this section we will look at the equality duties placed upon public sector organisations like the ICO.

Section 3: Impairment and disability - In this section we will identify the difference between an impairment and a disability. We also explore the different types of impairment a colleague or customer may experience.

Section 4: The models of disability - Within this section we look at the two major perspectives of disability; the medical and the social model.

Section 5: The barriers a person with an impairment may encounter - In the workplace barriers may exist which could have a particularly negative impact upon people with an impairment.

Section 6: Making reasonable adjustments - In this section we will look at adjustments that can be made to the workplace, workstation and required duties in order to ensure people with an impairment are not unfairly treated.

What does the law say?

Equality Law differs across the United Kingdom. In England, Scotland and Wales the Equality Act 2010 provides a modern, single legal framework with clear, streamlined law to more effectively tackle disadvantage and discrimination.

The Equality Act identifies nine equality 'characteristics' that have protection under the law. These are as below:

- Age
- Disability
- Gender reassignment
- Race
- Religion or belief
- Sex
- Sexual orientation
- Pregnancy and maternity
- Marriage and civil partnership

In Northern Ireland each of the 'characteristics' is protected under individual pieces of legislation. These are listed below.

- Sex Discrimination (Northern Ireland) Order 1976 prohibits discrimination and harassment on the grounds of sex, pregnancy and maternity, gender reassignment and marital or civil partnership status.

- Disability Discrimination Act 1995 (DDA) prohibits discrimination on grounds of disability and broadly covers Northern Ireland in the same way as the rest of the UK.
- Race Relations (Northern Ireland) Order 1997 prohibits discrimination and harassment on the grounds of race, colour, ethnic or national origins, nationality, including belonging to the Irish Traveller community.
- Fair Employment and Treatment (Northern Ireland) Order 1998 prohibits discrimination and harassment on the grounds of religious belief and political opinion.
- Employment Equality (Sexual Orientation) Regulations (Northern Ireland) 2003 prohibits discrimination and harassment on the grounds of sexual orientation.
- Employment Equality (Age) Regulations (Northern Ireland) 2006 prohibits discrimination and harassment on the grounds of age.

Disability related legislation

Disability legislation in the United Kingdom covers employment, accessing goods, facilities and services, housing and accommodation and transport. There are also special educational provisions and specific laws dealing with Autism.

The law in Great Britain (England, Scotland and Wales) is different from the law in Northern Ireland. Although, it's important to note that the intention of the law in all regions is very similar: it aims to protect disabled people from discrimination and harassment and to promote the rights of disabled people.

When considering disability as a protected characteristic, it is important to consider impact on people with different disabilities such as mobility impairment, sensory impairment, cognitive/learning impairments, mental health or other long term conditions.

What does the Equality Act 2010 in Great Britain say?

With regard to disability, discrimination can be:

- Direct - For example not promoting someone because they have a disability, including hidden disabilities.

- Indirect - Creating a rule, policy or procedure that disproportionately impacts a disabled person, including hidden disabilities, in the workplace.
- By association - Not offering someone a job because they associate with disabled people, eg the person applying for the role has a disabled child.
- Based upon a presumption - A hiring manager presumes that someone is disabled because of how they look, walk, carry, or come across.
- Failure to make reasonable adjustments - Failing to replace a desk chair with one designed for an employee with an impairment affecting their back when the employee requests it.

Another example could be failing to allow extra time for planning for someone with a specific learning need.

- Harassment - Treating a disabled person, including hidden disabilities, in a derogatory, disrespectful or unpleasant way.
- Third-party harassment - Negative behaviour directed at a disabled colleague, including hidden disabilities. In the case of third-party harassment the behaviour doesn't have to be directed at you, and you do not have to have the disability.
- Victimisation - Treating a disabled person, including hidden disabilities, in a negative way following the raising of a concern or grievance.

The Disability Discrimination Act 1995 in Northern Ireland

In Northern Ireland there are five types of disability discrimination in the Disability Discrimination Act (DDA).

The first four - direct discrimination, harassment, the reasonable adjustments duty and victimisation - are all very similar to the Equality Act 2010.

However, in Northern Ireland there is no 'indirect discrimination' in the law, rather there is a duty aimed at addressing 'disability related discrimination'. This is where a disabled person is treated less favourably than someone else for a reason relating to the person's disability.

Employment Provisions of the Equality Act and DDA 1995

These provisions are similar in all regions of the UK

Under disability discrimination legislation it is unlawful for employers, including the ICO, to subject jobseekers or disabled colleagues to disability discrimination. This covers all aspects of employment from recruitment through to the ending of the employment relationship and beyond, including:

- arrangements for recruiting and selecting new staff
- terms and conditions of employment, including pay and benefits
- promotion, transfer or training opportunities
- work placement opportunities
- disciplinary procedures
- performance management and attendance procedures
- dismissal or redundancy
- occupational pensions
- the way that the work is arranged and performed
- the physical features of an employer's premises
- providing employment references

Another important protection is that the law also outlaws disability-related harassment (or bullying) against disabled people in the workplace. This is unwanted behaviour, whether intended or not, that is related to disability and which can cause feelings such as offence, humiliation or hurt.

It can include behaviour such as name-calling, making fun of a person's disability or making fun of disabled people generally. Colleagues should be careful of 'nicknames' or 'banter' that can be associated with a disability as this can often offend other colleagues or customers.

How does the law define disability?

What is the legal definition of disability?

A person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

It all depends on:

- the nature of their impairment
- duration / severity of its adverse effects
- impact of their day-to-day activities.

By substantial this means it must not be trivial or have a minor effect on the persons day-to-day activities. By long-term this means that the impairment must have lasted at least 12 months, or in the case of a progressive illness that it is likely to last 12 months or more.

Certain medical conditions are treated automatically as a disability, such as cancer, HIV and multiple sclerosis (MS).

Delivering our service at the ICO

Many of our customers will be disabled people and we have a duty to ensure they are able to receive all our services. In all regions of the United Kingdom it is unlawful to discriminate against a disabled person when providing goods, facilities or services.

Provision of goods, facilities and services

Those who provide goods, facilities and services to the public like the ICO, cannot discriminate against a disabled person. Under the Equality Act and the DDA, discrimination in the provision of goods, facilities and services occurs when:

- a disabled person is treated less favourably than someone else and the treatment is for a reason relating to the person's disability, and this treatment cannot be justified
- there is a failure to make a reasonable adjustment for a disabled person.

When does discrimination take place?

Service providers like the ICO must not:

- refuse to serve a disabled customer
- offer a disabled customer a lower standard, or worse manner of service
- offer a disabled customer less favourable terms.

Every contact we have with a disabled customer is subject to disability related legislation. The key point is that the outcome should be no less favourable for a disabled customer than for one who is not.

The process is not the most important issue. By necessity when making reasonable adjustments there will be differences in how a disabled person's contact with the ICO is handled. This however does not give licence to treat the person in a manner which is excessively troublesome, or inflicts unnecessary indignity or offence on the person in seeking the service. In cases where treatment of that type occurs, the provisions of the law have not been met.

The Public Sector Equality Duties

Across the United Kingdom there are equality duties placed upon public sector organisations like the ICO. These duties sit alongside discrimination law and aim to ensure that all public bodies play their part in making society fairer by tackling discrimination, challenging inequalities and providing equality of opportunity for all.

The duties in England, Scotland and Wales (Great Britain) are different from the duties in Northern Ireland.

Public sector duties in Great Britain

In Great Britain the Equality Duty has three aims. It requires public bodies to have due regard. This means that in carrying out all of its functions and day to day activities a public authority must do the following:

- Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it.
- Foster good relations between people who share a protected characteristic and people who do not share it.

Due regard

Having due regard means consciously thinking about the three aims of the Equality Duty as part of the process of decision-making. This means

that consideration of equality issues must influence the decisions reached by public bodies – such as in how they act as employers; how they develop, evaluate and review policy; how they design, deliver and evaluate services, and how they commission and procure from others.

The Equality Act explains that having due regard for advancing equality involves:

Minimising disadvantage

Removing or minimising disadvantages suffered by people due to their protected characteristics.

Needs

Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.

Participation

Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

The Equality Act states that meeting different needs involves taking steps to take account of disabled people's disabilities. It describes fostering good relations as tackling prejudice and promoting understanding between people from different groups. It states that compliance with the duty may involve treating some people more favourably than others.

Public sector equality duties in Northern Ireland

In Northern Ireland there are two important public sector equality duties.

Section 75 of the Northern Ireland Act

Section 75 of the Northern Ireland Act has its roots in the peace process. This is similar to the public sector duty in Great Britain and requires public bodies in Northern Ireland to have due regard to the need to promote equality of opportunity between the nine equality categories of persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation; men and women generally; persons with a disability and persons without; and persons with dependants and persons without.

Good Relations

The second duty, the Good Relations duty, requires that public authorities in carrying out their functions relating to Northern Ireland have regard to

the desirability of promoting good relations between persons of different religious belief, political opinion and racial group.

The duty is similar to that in Great Britain and aims to ensure that public bodies place equality and good relations at the centre of policy making.

Disability duties in Northern Ireland

Northern Ireland public bodies are also subject to distinct Disability Duties.

When exercising their functions public bodies must have due regard to:

- promote positive attitudes towards disabled people, and
- encourage participation by disabled people in public life.

This aims to address ignorance and prejudice towards disabled people. Whilst many people have positive attitudes towards disabled people, some express pity, fear, lack of respect and/or contempt. Negative attitudes can result in disabled people being rejected, avoided or subjected to physical or verbal attacks, jokes, bullying or other harassment. It can also result in their being rejected for jobs. Such behaviour can have a serious and long term impact on the lives of disabled people.

Promoting positive attitudes

Promoting positive attitudes can include taking steps to portray disabled people in a positive role, as well as taking steps to eliminate ignorance and prejudice towards disabled people.

Encouraging disabled people's participation in public life

Encouraging disabled people's participation in public life can include taking measures to involve disabled people in public policy decision making, as well as encouraging their participation in political life (e.g. as members of consultative forums, as elected representatives or as voters).

Disability quiz

Please look at the following examples below and decide if they are true or false:

Q1: A colleague who manages their diabetes and doesn't usually have any symptoms is classed as disabled.

- a) True
- b) False

The answer is true. They are classed as disabled. Without their daily blood sugar management, the diabetes would have a substantial long-term adverse effect on their normal day-to-day activities.

Q2: A colleague's actions aren't discriminatory if they didn't mean them to be. Actions have to be intentional for it to be classed as discrimination.

- a) True
- b) False

The answer is false. If a person's actions have a negative impact upon a person it may be considered as discriminatory. Ignorance, naivety or a lack of understanding of a condition or impairment are generally an ineffective form of defence.

The law protects everyone in the workplace including visitors, contractors, agency staff and anyone attending interviews.

Q3: A customer with an assistance dog is turned away from reception. This is not discrimination because there is a policy of no animals allowed on site.

- a) True
- b) False

The answer is false. It would be considered a reasonable adjustment to allow entry for a disabled customer with an assistance dog to access a service.

Impairment and disability

The types of impairment a person may have

Impairments can be extremely complex and can impact upon a person in a very mild, through to an extremely profound way. The following are a range of examples and are not designed to be exhaustive lists:

Mobility impairments

Mobility impairments are those that limit or inhibit a person's ability to stand, sit, climb or lift.

Learning difficulties

Learning difficulties are those that impact upon an individual's ability to learn, comprehend, recall information, articulate their thoughts or understand cause and effect.

Mental health issues

Mental health issues have traditionally been divided into groups called either 'neurotic' or 'psychotic' symptoms.

'Neurotic' symptoms could be depression, anxiety or panic.

Less common are 'psychotic' symptoms, which interfere with a person's perception of reality, and may include hallucinations such as seeing, hearing, smelling or feeling things that no one else can.

Visual impairments

Visual impairments can limit people's ability to perform everyday tasks and can affect their quality of life and ability to interact with the surrounding world.

Hearing impairments

Hearing impairments can lead to social withdrawal and difficulties communicating with others.

Hidden impairments and long term health conditions

Hidden impairments and long term health conditions could involve a whole range of conditions, sensitivities or diagnoses that impact upon an individual's ability to participate in social situations, education and the workplace.

The difference between an impairment and a disability

An impairment is when an injury, illness or congenital condition causes, or is likely to cause, a long-term effect on a person's physiological or psychological functions.

A disability is the loss or limitation of opportunities to take part in society on an equal level with others due to social and environmental barriers.

Two colleagues may have the same impairment and work in the same environment, but one colleague may be adversely affected and thereby disabled to a greater degree. The extent to which a situation, expectation or aspect of the physical environment affects a person is extremely personal and can fluctuate over a period of time.

Supporting impairments and disabilities

Regardless of whether it is an impairment or more technically a disability, the end result does not change – we need to be aware and be ready to provide support when needed and not be acting in a discriminatory way.

If you believe you have a disability or an impairment that means you require additional support please discuss this with your manager so that this can be addressed.

Impairment and disability quiz

Please look at the following examples below and decide if they are true or false:

Q1: It's OK to refer to colleagues who face disability in the workplace as 'brave' and 'courageous'.

- a) True
- b) False

The answer is false. Adjusting to an impairment and experiencing disability requires adaptation and understanding, not being referred to as brave and courageous.

Q2: Disabled colleagues always need help when in the workplace.

- a) True
- b) False

The answer is false. Many disabled people are independent and capable. If you would like to help someone with an impairment, ask if they need it before you act.

Q3: There's nothing you can do to help eliminate the barriers confronting people with impairments.

- a) True
- b) False

The answer is false. Everyone can contribute to change. You can help remove barriers by:

1. Facilitating the participation of disabled people in work and social activities
2. Advocating a barrier-free environment
3. Speaking up when negative words or phrases are used about impairments or disability
4. Accepting disabled people as individuals capable of the same needs and feelings as yourself.

The models of disability

Test your assumptions!

Please look at the following examples below and decide if they are true or false:

Q1: Most disabled people are born with their impairments?

- a) True
- b) False

The answer is false. Only 17% of disabled people were born with their impairments.

Source: Institute for Public Policy Research article Work for disabled people

Q2: Most people have a disabled family member or friend?

- a) True
- b) False

The answer is true. There are 14.1 million disabled people in the UK. That means disabled people now make up 21% of the UK population

Source: DWP Family Resources Survey 2018/19.

Q3: Disabled people are as likely to be employed as people without disabilities?

- a) True
- b) False

The answer is false. In September 2019 53.2% of disabled people were in employment. The employment rate for people without disabilities was 81.8%.

Source: House of Commons Library

Q4: Most disabled people are wheelchair users?

- a) True
- b) False

The answer is false. There are approximately 1.2 million wheelchair users in the UK, and over 14 million disabled people.

Sources: NHS / DWP Family Resources Survey 2018/19

The medical model of disability

The medical model of disability views disability as a 'problem' that belongs to the disabled individual. It is not seen as an issue of concern to anyone other than the individual affected.

For example, if a wheelchair user is unable to get into a building because of some steps, the medical model would suggest that this is because of the wheelchair the person is having to use, rather than the steps.

The social model of disability

In contrast, the social model of disability would see the steps as the disabling barrier. This model draws on the idea that it is society that disables people, through designing everything to meet the needs of the majority of people who are not disabled.

There is a recognition within the social model that there is a great deal that society can do to reduce, and ultimately remove, some of these disabling barriers, and that this task is the responsibility of society as a whole, rather than the disabled person.

Comparing the medical and the social models

Any situation where a person faces difficulties can be seen from these two perspectives. In this example we look at a person who is having difficulty opening a jar.

The medical model would focus upon the person's hands being weak, creating a situation where they are unable to open the jar.

The social model would instead focus upon the packaging, and suggest that it needs to be re-designed to make it easier to open. It is also useful to consider that if jars were easier to open not only would it be good for someone with an impairment like arthritis, but it would also help someone who had sprained their wrist playing sport.

Medical and social model quiz

Please look at the following examples below and decide if each of the examples below relates to the medical or the social model of disability:

Q1: Handouts on a training course are not available in a larger font for a visually impaired delegate.

- a) Social model
- b) Medical model

The correct answer is medical model. The visual impairment is seen as the person's 'problem'.

Q2: You contact an external venue before organising an event to ensure it's accessible for colleagues who are wheelchair users or have physical impairments.

- a) Social model
- b) Medical model

The correct answer is social model. Sees the steps to the building as the disabling barrier and looks to identify ways to overcome or circumvent them.

Q3: A manager meets with a new colleague who is hearing impaired before a team meeting to find out which adjustments would help them to fully participate.

- a) Social model
- b) Medical model

The answer is social model. Sees the meeting format as the disabling barrier and looks to identify ways to overcome this.

The barriers a person with an impairment may encounter

The types of barriers

A colleague or customer with an impairment may face a whole range of different barriers in the workplace and in trying to access services.

Some of these barriers will be physical and in that respect may block, prevent or restrict a person's ability to move, access areas of a workplace, perform their role or gain access to a building.

Other barriers may relate to;

Information and communication which may restrict or inhibit a person's ability to access information or contribute to the same degree as their counterparts.

People's perceptions about impairment and disability and what they perceive disabled people can do, will think or will need.

Each of these barriers will impact people differently. It's always important to consider the impact it has upon the individual.

Physical barriers

Physical barriers may relate to:

- The structure of the actual building itself, eg steps, changes of level, emergency exits or narrow doorways.
- The way the building or premises have been fitted out, eg heavy doors, inaccessible toilets or inappropriate lighting.
- The way things are arranged inside the premises, eg shelf heights in storage areas or fixed seating in canteens.

Physical barriers could also extend to equipment such as desks, should they not be sufficiently adjustable to meet a colleague's needs. Counters, customer access points and waiting areas can be barriers if they are not designed in an inclusive way.

Information and communication barriers

Information or communication barriers may relate to:

- Information which relates to all colleagues and customers only being made available in one format, eg in one specific font size on white A4 paper.
- The language used in internal correspondence including derogatory, outdated or incorrect terminology being used about a condition, impairment or disability.
- Opportunity for all colleagues to feed back. If a colleague needs to raise a concern, ask for assistance or advice and they are not able to do so as easily as their counterparts.
- Information not being made available in alternative formats such as large print or in digital formats suitable for disabled customers.
- Customer access points not being designed to accommodate disabilities eg, a deaf customers unable to hear messages on a tannoy system, or blind customers missing important messages on physical signs.
- Limited access to services due to customers not able to use a standard phone or read a website.

Attitudinal barriers

Attitudinal barriers may manifest themselves in a variety of ways:

- Negative behaviours toward colleagues with impairments; name calling, mocking, belittling.
- Negative perceptions; looking upon the work of a colleague with an impairment in a negative way.
- Seeing the person with an impairment as a victim, someone to be pitied, or someone with an 'attitude problem'.
- Negative assumptions; assuming that a colleague with an impairment will struggle to perform a task.

- Bias influencing stereotype behaviours in staff.

Barriers quiz

Please look at the following examples below and decide if they are true or false:

Q1: Fixed-height seating in communal areas could be considered to be a physical barrier?

- a) True
- b) False

The answer is true. If an environment is truly inclusive it will take into consideration the needs of all people.

Q2: Referring to wheelchair users as 'wheelchair bound' could be considered to be a communication barrier.

- a) True
- b) False

The answer is true. Using outdated terminology could have a negative impact upon colleagues with impairments in the workplace and with customers. Remember a wheelchair is not a boundary it is a liberating device.

Q3: All of the barriers in the workplace impact all colleagues in exactly the same way.

- a) True
- b) False

The answer is false. The degree to which a barrier affects an individual is extremely personal; the same barrier could affect two people with the same impairment in completely different ways.

When barriers are removed disabled people can be independent and equal in society with choices and control over their own lives.

Making reasonable adjustments

The reasonable adjustments duty distinguishes disability law from other discrimination statutes. Failure to comply with this duty can give rise to a claim of discrimination and it places a positive obligation on employers and an anticipatory duty on service providers, like the ICO.

Making reasonable adjustments – the employer's role

It is important to stress the need for the employer or line manager to talk initially to the disabled person about the adjustments they require. After all, it is the disabled person who is managing their disability and may have been doing so for some time.

To ensure that disabled people are not disadvantaged and enjoy equality of opportunity in employment, reasonable adjustments should be introduced for disabled applicants and employees.

Adjustments may have to be made for you if you're at a substantial disadvantage compared to people who don't have a disability because of:

- a rule, practice or other working arrangement- the law calls this a 'provision, criterion or practice'
- a physical feature of your workplace - for example adding a wheelchair ramp if you can't use the steps
- not having extra equipment or help- the law calls this an 'auxiliary aid'

A 'provision, criterion or practice' at work could include something in your employment contract or internal policies or procedures. This could be the hours you have to work, your work duties, the targets you have to meet or your employer's rules about sick leave.

A 'physical feature' could include the stairs at work, the lighting in the workplace, the toilets, or the desk and chair you have to use.

An 'auxiliary aid' could include computer software for a blind person, a support worker for someone with autism, or visual fire alarms so that a deaf person can get out of the building safely in an emergency.

Making reasonable adjustments – key considerations

There are a number of factors that managers should consider when determining what is a reasonable adjustment. These include:

Effectiveness of the adjustment or action in preventing disadvantage

Will it work? Will it enable an absent colleague to return to work? It is unlikely to be reasonable to make an adjustment that would have little or no benefit in overcoming the disadvantage.

Is it needed? Talk with the person concerned in the first place to see whether they have their own coping strategies to deal with the disability or impairment.

Practicality of the step

Steps that are easy to implement are likely to be more reasonable to take than ones that are difficult to implement – but this does not mean that it can never be reasonable to take difficult steps.

Financial/other costs required, and the extent of any disruption it may cause

Although cost can be a factor in determining the reasonableness of an adjustment, potential adjustments should not be dismissed out of hand before being fully costed.

Extent of the employer's financial and other resources

The general principle being that employers with larger financial resources are expected to consider potentially more expensive adjustments.

Availability of financial or other help

For example, Access to Work Schemes, purchasing specialist software and seeking information and advice from knowledgeable sources.

Nature of the employer's activities, the size of their undertaking and the effect on other colleagues

For example, if a colleague has a requirement to work in a quiet area away from others in the office, could this impact on those around them?

Adjustments made for other disabled colleagues

For example, if a number of disabled colleagues need the same relatively expensive adjustment (eg wider doorways) this may reinforce the reasonableness of the adjustment.

Extent to which people are willing to co-operate

To be effective, adjustments will generally require the co-operation of the disabled person themselves, along with their colleagues.

Making reasonable adjustments - the manager's role

Assessing and balancing key considerations will call for the manager to exercise their judgment. It will not necessarily be easy, but it may be made easier by taking these steps:

- Consult the disabled person about their needs
- Obtain expert advice, where appropriate
- Refer to the guidance issued by the Equality and Human Rights Commission and/or the Equality Commission for Northern Ireland
- Use trial periods to test the effectiveness of potential solutions
- Keep an open mind to possible solutions
- Review adjustments periodically.

Further guidance is available by contacting People Services on

You can also find relevant policies on reasonable adjustments and special leave in the Corporate policies library on Iris.

Making reasonable adjustments – providing services

Organisations like the ICO who offer services to the public must make reasonable adjustments.

The legislation refers to this as an 'anticipatory duty'. This requires service providers to plan in advance to meet the needs of disabled customers. In order to make a reasonable adjustment, you may have to:

- Change a practice, policy or procedure which makes it impossible or unreasonably difficult for disabled people to use their services. For example, amending a 'no dogs' policy to allow a disabled person accompanied by a guide dog to enter their premises.
- Provide an auxiliary aid or service if it would make it easier for disabled people to make use of their services. For example, the provision of information in alternative formats such as large print or 'Live chat' options.
- Provide a reasonable alternative method of making services available to disabled people where a physical feature makes it impossible or unreasonably difficult for disabled people to make use of them. For example, providing a 'Listen and translate' service on our website for visually impaired people.

Service providers also have to make reasonable adjustments to the physical features of their premises to overcome physical barriers to access.

A physical feature may include:

- any feature arising from the design or construction of a building on the premises occupied by the service provider
- any feature on those premises or any approach to, exit from or access to such a building
- any fixtures, fittings, furnishings, furniture, equipment or materials on such premises, including steps, kerbs, internal and external doors, toilet and washing facilities, lighting, signs and furniture
- all features are covered whether temporary or permanent.

End of module

If you believe you have a disability or an impairment that means you require additional support please discuss this with your manager so that these can be addressed. Further guidance is available by contacting People Services.

If you have completed only this Word document version please contact
so that your record can be
updated manually on Workday.