

# **The Disability Discrimination Act 2006**

## **What you need to know**

### **A guide for small to medium businesses**



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Government**  
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## Introduction – How to use this Guide

This Guide is designed as a resource pack to give small businesses a quick and practical guide to the Disability Discrimination Act 2006 (the “DDA 2006”). Within the Guide you will come across the following four key icons, which are intended to make this Guide simple to use.



**Practical Tips (tips on making reasonable adjustments for micro and small businesses)**



**The Act (what the DDA 2006 says)**



**Further information/resources**



**Best Practice Tips**



This resource pack and the information within is for guidance only and does not impose any legal obligations in itself, nor is it an authoritative statement of the law. It is not intended to be a substitute for a full review of the DDA 2006.

Copies of the DDA 2006 and Regulations made under it can be obtained from the Tynwald library:

Tel: 01624 685520

Email: [library@tynwald.org.im](mailto:library@tynwald.org.im)

Further information in respect of the DDA 2006 is available in two other documents, a Code of Practice (GD 2016/25) and Guidance on the meaning of Disability (GD 2016/22), which are also available from the Tynwald Library or the Department of Health and Social Care website:

[www.gov.im/dda](http://www.gov.im/dda)

The Code of Practice in particular contains more detailed information in relation to ‘reasonable adjustments’.

# **Section 1**

**What is the Disability  
Discrimination Act  
2006?**



## **1.1 What does the DDA 2006 do?**

The DDA 2006 creates rights for any individual defined by the Act as a Disabled Person not to be discriminated against in:

- the provision of goods, facilities and services
- the selling or letting of property and land
- education
- transport (excluding Heritage Transport Systems, e.g. MER, Steam Railway)



## **1.2 How the DDA 2006 defines Disability**

For the purposes of the Act, the DDA 2006 defines a Disabled Person as someone who:

- has 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
- or
- has had such an impairment in the past

## The Definition Explained:

<b>Key word</b>	<b>Refers to:</b>
<b>Physical/mental impairment</b>	<b>Sensory (hearing and eyesight) impairments as well as mobility, mental impairments and severe disfigurement</b>
<b>Substantial adverse effect</b>	<b>An impairment that is “more than minor or trivial”</b>  <b>Progressive conditions (MS, Cancer or HIV) need only cause “some” effect</b>
<b>Long-term</b>	<b>Impairment must have lasted or be expected to last at least 12 months</b>
<b>Normal day-to-day activities</b>	<b>Impairment that could adversely affect mobility, manual dexterity, speech, hearing, eyesight, ability to concentrate, learn or understand</b>

## 1.3 Why should your business comply with the DDA 2006?

### Legal Case

The DDA 2006 as an Act of Tynwald requires accessibility to your business for customers with a disability as a statutory right.

- The DDA 2006 is an Act of Tynwald and as such the duties under it cannot be ignored
- A commitment to DDA awareness, compliance and action is the best defence you can make against possible legal action

### Social Case

Island businesses will want to be regarded as accessible service providers. Therefore, the DDA 2006 enhances the credibility of the business to the customer.

- Your business is seen to be an accessible service provider that values all customers

### Business Case

Island businesses will regard the disabled community and the community which supports it as a revenue stream. There are approximately 8.7 million disabled people in Britain, one in seven of the UK population, with a total annual income of over £50 billion.

- Figures available in the UK show people with disabilities have a spending power of over £50bn per year to spend with compliant businesses
- Businesses who ignore the DDA 2006 could lose out on a massive revenue opportunity

# **Section 2**

## **Provision of Goods, Facilities and Services**



## **2.1 What does the DDA 2006 say about providing services?**

Part II of the DDA 2006 is based on the principle that disabled people who use or seek to use services as customers, buyers, shoppers, consumers, clients, patrons or service users (whether those services are paid or free) should not be discriminated against by providers of services to the public

## **2.2 What is discrimination in the provision of goods, facilities and services?**

From 15<sup>th</sup> December 2016, the DDA 2006 makes it unlawful for a service provider to discriminate against a disabled person (by treating him or her less favourably than a person without a disability would be treated, without justification)

- by refusing to provide (or deliberately not providing) any service which it provides (or is prepared to provide) to members of the public who are not disabled, or
- in the standard of service which it provides to the disabled person or the manner in which it provides it, or
- in the terms on which it provides a service to the disabled person

### **Therefore;**

A service provider should not unjustifiably:

- refuse to provide a service
- provide a service of a worse standard or in a worse manner
- provide a service on less favourable terms for a reason related to that person's impairment

## 2.3 Single and Joint Responsibility

There is **single and joint responsibility** for **liability** for both **staff** and **employers**.

Employers are expected to make sure their staff are clear about what role they play in delivering goods and services to disabled customers



Service providers are more likely to be able to comply with their duties if they;

- have a positive attitude/policy on inclusion that is shared throughout the organisation
  - inform all staff dealing with the public that it is unlawful to discriminate against disabled people
  - ensure staff understand what discrimination means, their duties under the DDA 2006, what is expected of them in their workplace and how to serve disabled customers
  - have a customer complaints procedure which is easy for disabled customers to use
- ask disabled people for their views on performance and development - the duty to make reasonable adjustments is owed to all disabled people, not just individuals, so it is important to consider accessibility widely
  - regularly review and respond to findings related to the accessibility of services and the effectiveness of reasonable adjustments

## **2.4 Reasonable Adjustments**

The duty to make reasonable adjustments is the cornerstone of the DDA 2006 and requires service providers to take positive steps to make their services accessible to disabled people.

**From 1<sup>st</sup> December 2018 service providers will be required to:**

- **change practices, policies and procedures that may discriminate against disabled service users**
- **provide auxiliary aids and services (e.g. information in accessible formats, temporary ramps) to facilitate access to services**
- **provide services by other means where physical barriers make it impossible or unreasonably difficult for a disabled person to get access to services**

**From 1<sup>st</sup> December 2020, where a physical feature makes it impossible or unreasonably difficult for disabled persons to access your goods or services, service providers are required to take reasonable steps to:**

- **remove the feature; or**
- **alter it so it no longer has that effect; or**
- **provide a reasonable means of avoiding the feature; or**
- **provide a reasonable alternative method of making the service available where it would otherwise be unreasonably difficult for a disabled person to use that service**

## 2.5 When does the duty to make reasonable adjustments arise?



This duty does not just arise when a disabled person wants to use a service. The duty to make reasonable adjustments is both **anticipatory** and a **continuing duty**.

- Service providers must anticipate where problems will occur (for people with all types of impairment) and take proactive steps to remove these, whether or not they already have disabled customers
- In addition, it is appropriate to ask people whether they have any particular access requirements (that necessitate an adjustment to be made) when they present as actual or potential customers

- In circumstances where a service provider has not anticipated or identified a problem, a reasonable adjustment should be made as soon as the problem is highlighted
- Once adjustments are in place, there is a continuing duty to monitor and review these regularly and if necessary make further changes

The duty to make reasonable adjustments is described by the Code of Practice as a duty to **“disabled people at large”** – an **“anticipatory”** duty.

It is not necessary to wait to make adjustments for an individual disabled person.

## 2.6 What does “reasonable adjustment” mean?



The Code of Practice lists a number of factors that will determine what is reasonable for a business. These are:

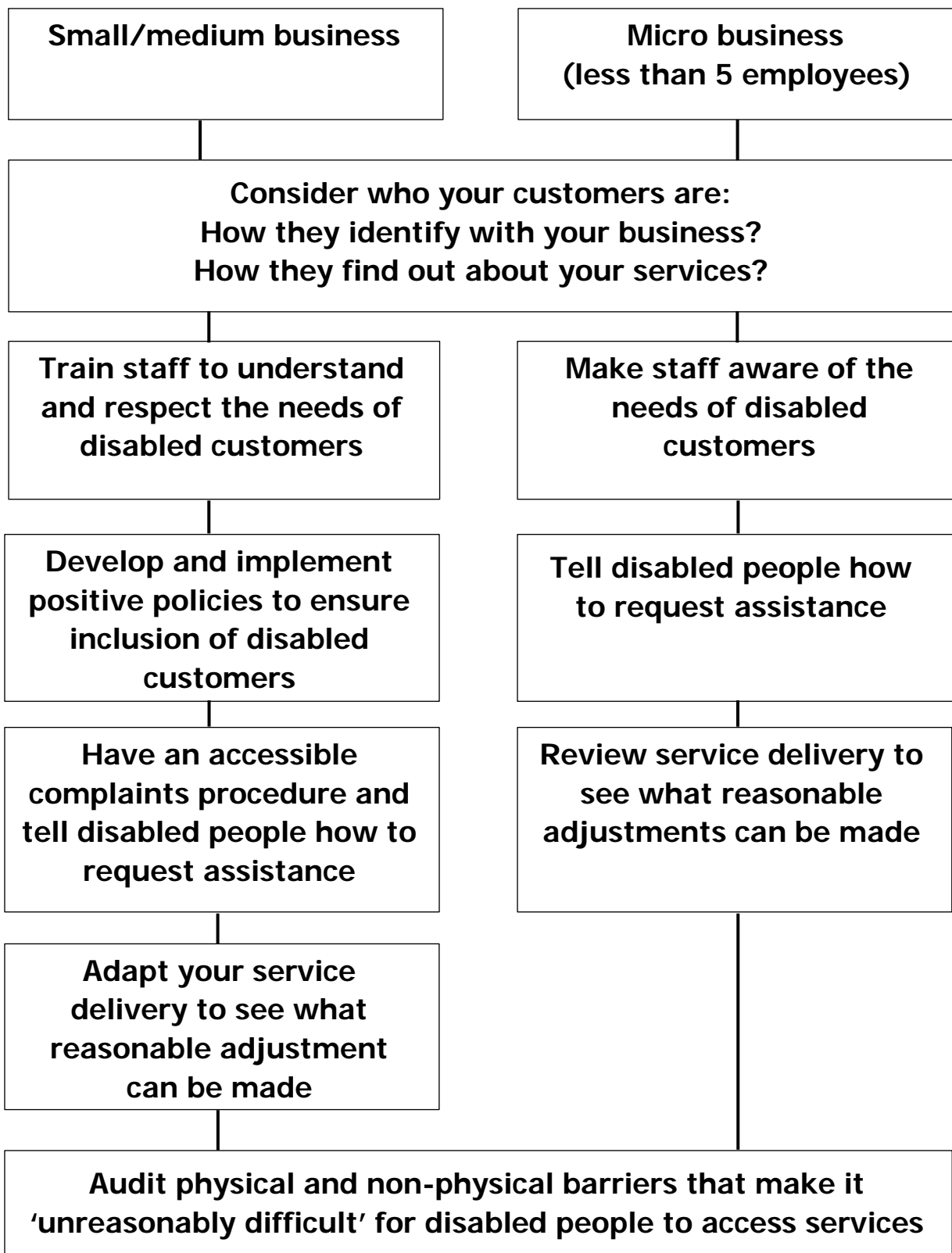
- whether taking any measures would be effective in overcoming the difficulty that disabled people face in accessing the services in question
- the extent to which it is practicable for the service provider to take these measures
- the financial and other costs of making the adjustment

- the extent of any disruption which taking the measures 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

## 2.7 Can the cost of making reasonable adjustments be reclaimed?

- The DDA 2006 does not allow a service provider to pass on additional costs of making an adjustment to disabled customers
- The costs of providing reasonable adjustments are part of the service provider’s general expenses

## 2.8 Practical tips on making cost effective reasonable adjustments in service delivery

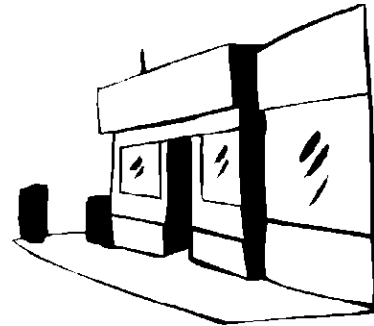


# **Section 3**

**The Customers  
journey when visiting  
your business...**

### 3.1 Approaching the premises

Owners or managers should ensure that ease of access is maintained and that there are no obstructions.



#### **Practical suggestions:**

- better lighting
- paths and other routes – consider the surface of routes to the premises and ensure that this is suitable and well maintained
- car parking – if car parking is offered ensure that there is provision for a disabled customer to manoeuvre a wheelchair in and out of a car
- locate suitable marked disabled car parking space as close to the entrance as possible. Where possible, ensure regular inspections are carried out so that drivers who are not disabled do not occupy bays intended for disabled customers





## 3.2 Entering the premises

The best solution to initial access is one that allows independent entry for a disabled customer without requiring additional assistance. Disabled customers will feel more valued if they are able to use the main entrance along with everyone else.



### Practical suggestions:

Major barriers to independent access for many people with mobility impairments are steps – particularly wheelchair users. If you have a step or steps to your main entrance door, consider:

- raising the pavement or other approach up to the level of the entrance
- installing a permanent external ramp, in addition to the steps rather than as a replacement

These types of solutions may incur planning permission being sought.

There are other relatively easy changes that can make a real difference for your disabled customers:



- fit handrails to any steps that remain at the main entrance (particularly useful for people with arthritis or limited mobility)
- mark the edges of steps with strong contrast (for people with visual impairments)
- try to allow as much natural light at an entrance as possible

 If an independent access through the main entrance cannot reasonably be provided, it is important to try to:

- designate an alternative entrance with level access
- fit a call bell or an entry phone system
- offer assistance over the step where stepped access cannot be avoided
- offer alternative methods of providing services, such as delivering to people's homes or through the post



### 3.3 Making doors easier to use

Doorways and doors can be another barrier for disabled customers. While automatic sliding doors are ideal, it is recognised that they are not always possible.

#### **Practical suggestions:**

- position the door handle: at a height one metre from the ground
- replace the door handle if necessary with one that is easier to grip, such as a D-shape handle, and one with better colour contrast
- make the door easier to open and, if possible, the door should be a contrasting colour to the handle and surrounding walls
- avoid mats or ensure they are flush with surrounding floor level
- add safety markings to all glazed doors
- maintain doors to ensure they open and close smoothly



### 3.4 Finding a way around

#### Practical suggestions:

Make signs easier to read

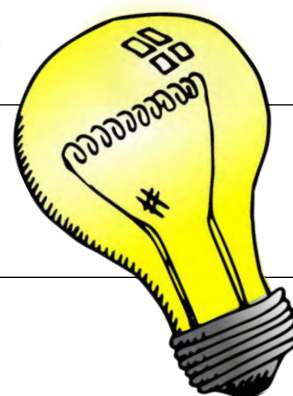
- use clear symbols
- use clear and large mounted-tactile text
- use different colours effectively – white or yellow on black are good – lack of colour contrast is poor
- have induction loops where hearing aid users will find them of most benefit, for example at the enquiry desk and private interview rooms
- offer personal assistance
- ensure aisles and displays are not blocked and do not limit access



### 3.5 Lighting

Improved lighting conditions in your premises can be of particular benefit to customers with partial sight and it is important that good lighting remains consistent throughout customer areas.

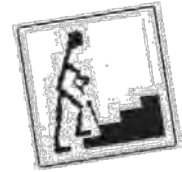
- highlight hazardous areas
- avoid highly reflective surfaces





## 3.6 Getting around Stairs

Avoid internal steps as much as possible; even one or two steps can exclude your customer with a mobility impairment from reaching your services.



If your services are located on one or more levels consider alternative ways of making your goods and services available, e.g. if you are a newsagents you could offer personal assistance to the disabled person whilst shopping.

### Practical suggestions:

- make circulation easier such as wide clear pathways
- fit handrails
- clear marking of internal steps and safety hazards
- ensure that surfaces are as level as possible and do not present slipping or tripping hazards



## 3.7 Access to Goods Shelves and Units

### Practical suggestions:

- ensure shelves and units are accessible
- make product information easier to read; use a large text such as a 14-point font, with good contrast
- consider relocating certain services, and offer them at an accessible level
- provide advice counters, changing rooms, and special seating areas where personal shoppers can assist customers





## Queuing systems, waiting areas and seating

Do your customers have to wait to receive a service? Do they have to walk considerable distances within the premises?

If so, provide seats for people to sit and rest.

### Practical suggestions:

- ensure that seated customers do not lose their place in the queue
- allow enough space or separate access to tills for wheelchair users
- checkout areas should include 'easy-access' positions where wheelchair users have sufficient space to move easily alongside the goods conveyor
- consider offering additional help with packing to disabled customers
- reposition furniture in waiting areas to allow wheelchair users to pull up alongside a seated companion
- ensure where practical that announcement systems are both visual and audible

## 3.8 Payment of Goods

### Practical suggestions:

- create a lowered section of the counter or service desk with sufficient space to key-in chip and pin numbers, sign card receipts, write cheques etc., to suit both standing and wheelchair usage. Alternatively, a lower writing shelf could be provided
- equipment such as lap trays or clip boards (for people to use key pads, sign receipts, or write cheques if they cannot bend down to reach a counter top) can be useful for micro businesses
- make sure that any service call bell is in an accessible and obvious position

- keep glazed screen clear of notices, grilles or other distractions that make it difficult for people to lip-read
- improve lighting so that it is easier for someone who is lip-reading to see the staff member's face
- position service desks so that they are not located in front of windows where bright sunshine will cause the staff member to be in silhouette, making lip-reading difficult

- alter staff practices: in situations where it is not reasonable to make counters and service desks fully accessible.

A member of staff could come out from behind a service desk to meet a wheelchair-using customer who cannot approach the desk and carry out any transactions



### 3.9 Information about goods and services

Think about how people with visual impairments and with learning disabilities get the information they need about your products and services.



#### Practical suggestions:

- make labels, pricing, menus etc. clearer. Consider use of graphics/symbols and bigger text, with good contrast. Consider similar clarity on all publicity and marketing material
- provide Personal Shopping: are staff trained to assist visually impaired customers by describing and explaining products or services to them?
- if you have any websites are they designed to be accessible?  
Please see Appendix A for further information on websites



### **3.10 Communicating with disabled customers**

Your customers need to communicate with staff about a whole host of issues relating to goods and services on offer, such as pricing, availability, contracts and after-sales service. Clear communication needs further thought for customers with hearing or visual impairments, autism or those with learning disabilities.

For people with hearing impairments there is a range of technical equipment that can help – most notably induction loops for people with hearing aids. Retailers will need technical advice on choosing and installing different systems. Pads and pens may also be appropriate for communication.

Once installed, make sure that the systems are advertised and regularly checked. Communication should also be given to protect the privacy of customers where appropriate.



#### **Practical suggestions:**

- separate quiet and noisy areas: plan the use of space to benefit all customers, particularly those with hearing impairments, by locating a customer helpdesk away from noisy machinery or equipment
- make communication easier: staff can be encouraged to look straight at customers and not cover the mouth when they are speaking to them. This will benefit people who use any level of lip-reading
- allowing extra time and repeating back to the customer to check accuracy and understanding can benefit customers with learning difficulties and with speech impairments
- use alternative means of communications: in situations where it is not effective to use an induction loop or other type of voice enhancement system, staff could communicate in other ways, such as exchanging written notes with customers



## 3.11 Facilities

### Café/Restaurant

If you own a café or restaurant, the seating should allow wheelchair users to sit at available tables.

### Customer toilets and changing rooms

If a business provides toilets for non-disabled customers then they will be expected to make a toilet available for disabled customers where reasonable to do so. The following checklist suggests improvements that can be made to those toilets that are not fully wheelchair accessible.

#### Practical suggestions:

- **fit grab rails:**  
appropriately positioned grab rails are necessary for customers with limited movement, balance or grip
- **use better lighting:**  
improving lighting in toilets will benefit everyone, particularly those customers with visual impairments
- **use colour contrast:** making fixtures and fittings stand out more easily makes toilet compartments and washroom areas much easier to use for all customers



- **outward opening doors:** changing the toilet door so it opens outwards can greatly improve manoeuvring space within the compartment, and make all the difference between a customer being able to use the toilet or not
- it is also better from a safety point of view to have an outward opening door that can be opened in an emergency without it being obstructed by anyone inside
- **clearer signing to toilets:** pictorial contrasting embossed, tactile figures on doors helps all blind and partially sighted customers



- when undertaking a refurbishment use non-shiny surfaces as glare may be visually confusing
- ensure that wheelchair accessible toilets are not used as storage areas and are kept free of obstructions

- ensure alarm systems in toilets are regularly checked. Pull-chord alarms should be capable of being activated from floor level
- make sure staff are familiar with any alarm systems



### **3.12 Getting out of the premises**

- Customers may sometimes experience additional difficulties when leaving, especially if they are carrying heavy or bulky bags. Staff may be able to assist disabled customers out of the building in a variety of ways, such as offering to call a taxi.
- You also need to consider a means of escape for any disabled customers in case of emergency evacuation. Management procedures and staff training and awareness are the key to the operation of emergency evacuation arrangements.
- Staff assisting disabled people, both wheelchair users and others should act calmly. Fire drills should be practiced regularly.

#### **Practical suggestions:**

- keep exit routes free of obstruction, this is good general fire precaution management
- ensure fire alarms are in working order and that procedures for emergency evacuation (such as fire drills) are in place and tested regularly
- ensure that new staff are trained in alarm response procedures

### **3.13 Tiered Award Scheme**

The Tiered Award Scheme is an initiative run by Crossroads Care (IOM registered Charity Number 383) to help businesses become disability aware and examine disabled access across their business.

The Scheme enables businesses to self-assess their premises against defined access criteria. Each entry is then submitted to a judging panel to be assessed on the information provided in the self-assessment and photographic evidence submitted. In addition to the information provided a site visit is organised by some of the judges. The business is then presented with an award; bronze, silver or gold, based on the judges consideration.

**Bronze** – organisations that are thinking of becoming disability smart and have taken the first steps towards making it happen.

**Silver** – working towards disability awareness across the whole organisation, beginning to innovate and show areas of good practice.

**Gold** – disability smart, setting a standard for the community and sharing their innovations and resources with others. Proactive and fully inclusive members of the community.

Further information can be obtained by contacting Crossroads Care at: [tas@crossroadsiom.org](mailto:tas@crossroadsiom.org) or telephone 01624 673103.

### **3.14 Disability Awareness Training**

Whilst service providers are free to source and use any other disability awareness training they feel suitable, disability awareness training is also offered as an online training module by Crossroads Care for individual business owners and employees for a small charge. This will provide an introduction to enable service providers to understand disability issues and effectively assist disabled persons accessing services. A certificate is provided upon completion of the module for each employee.

Further details can be found at:

[www.disabilityawarenessiom.co.im](http://www.disabilityawarenessiom.co.im) or telephone 01624 673103.

It should be noted that this training module was prepared in anticipation of the introduction of the Equality Act in the Island. Therefore some sections of the training cover areas of that Act which are not relevant to the DDA 2006. In particular disability discrimination in employment matters is not part of the DDA 2006 although it will be covered by the Equality Act when it comes into effect in the Island. However, the disability awareness element of the training is applicable to both Acts and the sections relating to the Equality Act will provide useful information ahead of that Act's introduction.



### **3.15 Building Access Audits**

An Access Audit of your premises by a fully trained access officer can also be arranged by Crossroads Care, upon request. The Access Officer will produce a full report in respect of disabled access and disability related issues. Fees for this service depend on the size of the premises being surveyed.

Further details can be obtained at:

[jsloane@crossroadsiom.org](mailto:jsloane@crossroadsiom.org) or telephone 01624 673103.

In addition to the services shown in paragraphs 3.14 and 3.15, provided by a registered charity, other commercial businesses may be available to undertake a building access audit and provide disability awareness training. The details provided in paragraphs 3.14 and 3.15 are for information only and are not meant to infer these are the only methods to obtain these services. A service provider may source and use alternative providers of such audits and training which they determine to be suitable for their needs.

# **Section 4**

## **Enforcement of the DDA 2006**

The DDA 2006 can be enforced through the Civil Court processes if it is 'more likely than not' that discrimination under Part II of the Act has occurred.



This means that a disabled person can take the service provider to court for compensation and damages for injury to feelings if they feel they have been discriminated against by the service provider in the service provided.

### **Part II (Goods, Facilities and Services)**

- Claims are made through the Civil Division of the High Court
- Enforcement, remedies and procedure is contained in section 10 of the DDA 2006, this is supplemented by further provision and procedure in Schedule 3 to the DDA 2006

Further details on the court process can be found on the courts website – [www.courts.im](http://www.courts.im)



The Office of Fair Trading (the "OFT") can offer a conciliation service between the disabled person and the service provider.

Contact details for the OFT can be found in Section 6.

The OFT will provide an impartial mediation role in any dispute to try and resolve that dispute between the parties, where possible, before it escalates to the Court. It is advisable to work with the OFT and the complainant to resolve matters.

Although the Department of Health and Social Care is bringing the Act into effect in accordance with the Tynwald directive from July 2015, it has no powers under the DDA 2006 and will have no involvement in any disputes which arise under the Act.

# **Section 5**

## **Frequently Asked Questions**

**Q.**

**We are moving to a new building and have been told that it complies with current Building Regulations. Should we have to make changes for disabled access?**

**A. If your building has been built since 1993 and complies with Part M of the Building Regulations then there is unlikely to be any changes you need to make for disabled people to gain access to and use the building.**

**However, this is your responsibility to check this is so.**

**Q.**

**I organised an event at a local hotel. When I made the booking I was assured that the venue was accessible. However, during the event a visitor complained about the lack of seating arrangements in the exhibition hall. Was I responsible for thinking about this?**

**A. Whilst the hotel was responsible for providing services that your customers would have used, such as toilets or catering facilities and they may have been able to supply chairs if requested, you will have been responsible for ensuring those facilities are provided for your customers.**

**You should not assume that someone else would take responsibility for your duties under the DDA 2006.**

**Q.**

**I run my service from a registered building. Am I exempt?**

**A. No. For service providers in registered or historical buildings or in a conservation area there are no block exemptions. Many adjustments may be incorporated sympathetically.**

**Manx National Heritage may be able to offer guidance and advice where possible; their contact details can be found in Section 6.**

**Q.**

**How effectively is the DDA 2006 enforced?**

- A. As with any other piece of legislation introduced it will build up over time. Each time a case is brought before the court and a judgment is made, in which a 'binding principle' and 'precedent' are set, which can then be taken as a guide in subsequent cases or as a justification that discrimination has occurred.**

**In simple terms, as with other discrimination law, over time case law will build up making it less and less difficult for the court to determine if discrimination has taken place, and making the DDA 2006 easier to enforce.**

**The court may also consider judgements in the UK under the Disability Discrimination Act 1995 (UK Act) on which the DDA 2006 is based, where relevant.**

**Q.**

**Are websites included under the DDA 2006 and why are they included?**

- A. Yes. Please refer to Appendix A for further FAQ's on websites.**

**Q.**

**What help and support is available for employers who want to employ a disabled person?**

- A. The Department of Economic Development provides a Disability Employment Service and the Department of Health and Social Care provides a Supported Employment Service.**

**Further information on these services can be found in Appendix B.**



# **Section 6**

## **Sources of help and information**



### **Crossroads Care**

Provides advice and guidance on disabled access, Disability Awareness Training and the Tiered Award Scheme



01624 673103



[www.crossroadsiom.org](http://www.crossroadsiom.org)

### **Manx National Heritage**

May be able to provide advice on the application of the DDA 2006 to historic premises



01624 648000



[enquiries@mnh.gov.im](mailto:enquiries@mnh.gov.im)

[www.manxnationalheritage.im](http://www.manxnationalheritage.im)

### **Office of Fair Trading**

Offers a mediation service in connection with disputes under the DDA 2006



01624 686500



[iomfairtrading@gov.im](mailto:iomfairtrading@gov.im)

[www.gov.im/oft](http://www.gov.im/oft)

### **DisabledGo**

Provides detailed disabled access to premises on the Island



01438 842 710



[www.disabledgo.com/isleofman](http://www.disabledgo.com/isleofman)

[www.gov.im/media/1347661/iom-pdf-booklet.pdf](http://www.gov.im/media/1347661/iom-pdf-booklet.pdf)

[enquiries@disabledgo.com](mailto:enquiries@disabledgo.com)

### **DDA Awareness Advisor**

Can provide advice and guidance to businesses and third sector organisations in relation to the DDA 2006



01624 642623



[dda2006.dhsc@gov.im](mailto:dda2006.dhsc@gov.im)



## Other sources of information

### RNIB

Provides advice on the removal of physical barriers to improve access for persons with sight impairments



[isleofman@rnib.org.uk](mailto:isleofman@rnib.org.uk)

[www.rnib.org.uk](http://www.rnib.org.uk)

### BS8300:2009

Designs of buildings and their approaches to meet the needs of disabled people – Code of Practice. Published by the British Standards Institute



[www.bsigroup.com](http://www.bsigroup.com)

### Action on Hearing Loss (formerly RNID)

Provides national information on the needs of people with hearing impairments. Link below provides a factsheet on equipment available



[www.actiononhearingloss.org.uk/supporting-you/factsheets-and-leaflets/equipment.aspx](http://www.actiononhearingloss.org.uk/supporting-you/factsheets-and-leaflets/equipment.aspx)

### Inclusive mobility

A document provided by Gov.uk with various details and information which may assist. For guidance only



[www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/3695/inclusive-mobility.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/3695/inclusive-mobility.pdf)

### Planning and Building Control

Provides advice on making a planning application for any works necessary to comply with the DDA 2006



<https://www.gov.im/categories/planning-and-building-control/planning-applications/making-a-planning-application/>

### Code of Practice

A more detailed document to assist service providers comply with the DDA 2006. Under “downloadable documents” on link below



[www.gov.im/dda](http://www.gov.im/dda)

## **Other publications available**

Besides this document, a number of other publications about the DDA are available to download free from the DHSC looking in more detail at topics such as access to goods, facilities and services, and good practice guides to making reasonable adjustments.

- **Disability Discrimination Act - Code of Practice: Rights of Access: Goods, facilities, Services and Premises**
- **Guidance on matters to be taken into account in determining questions relating to the definition of disability**
- **A good practice guide to making reasonable adjustments – Accessible cafés, restaurants and hospitality**
- **A good practice guide to making reasonable adjustments – Accessible retail**
- **Self-Assessment Checklist**
- **Access Action Plan**
- **Customer Service Statement and Policy – Sample Template**

All publications can be provided in alternative formats on request. These publications can be downloaded from the DHSC website, which can be found at [www.gov.im/dda](http://www.gov.im/dda)

# Appendix A

## **Website FAQ's**

**Q. Does the DDA 2006 apply to Business/Company websites?**

**A. Yes. A website is part of the business/company service that it provides to its users.**

**Q. Why are websites covered by the DDA 2006?**

**A. As above, a website is part of the service that a company provides to its users. Just like premises, websites need to be accessible and take into consideration the needs and requirements of ALL its potential users.**

**Q. What will happen to me, or the business if its website does not meet the DDA 2006?**

**A. The owner/director of the business could be taken to court for a breach of the DDA 2006. The DDA 2006 makes NO distinction about the size of the business, ALL websites must now comply.**

**Q. What will I get out of making my website comply with the DDA 2006?**

**A. Simply a better website.  
More accessible to ALL the public. The potential of gaining more business, if you make your website user friendly to disabled groups – the able bodied friends and relatives of these groups are more likely to do business with your company.**

Q.

**Will our business have to completely redesign our website to comply with the DDA 2006?**

**A. Not necessarily. If your website was designed by a commercial website developer it's likely that it already complies as the developer should be following the Web Content Accessibility Guidelines (WCAG) 2.0.**

**However, it would be your responsibility to check your website complied with the DDA 2006.**

**Further information can be found at –**

**<https://www.gov.im/about-this-site/accessibility/>**

**<http://www.w3.org/TR/WCAG20/>**

# Appendix B



## **Employment Programmes and Supported Employment Services**

The DDA 2006 doesn't provide for any financial support in connection with a service providers duty to make reasonable adjustments to the service provided and doesn't cover employment. However, there are a number of services to support an employer who is considering a disabled person for paid and unpaid employment.

It should be noted that these services are unrelated to the duties contained in the DDA 2006, they are provided in this Guide to assist employers who wish to employ a disabled person.

### **Disability Employment Service**

If you are thinking about recruiting a disabled person, you will know they have the skills and potential to do the work, but there may be practical problems to overcome.

The Disability Employment Service is provided by the Department of Economic Development to assist individuals with disabilities to gain employment, which can be paid or unpaid. It also offers practical advice and help in a practical way that can be tailored to suit the needs of an individual in a particular job by providing guidance, assistance and where appropriate equipment, on a case by case basis.

The Disability Employment advisors work closely with the Job Centre and both services are located in the same building.



01624 686209 or 687021



[disabilities@gov.im](mailto:disabilities@gov.im)

## Supported Employment Services

The Department of Health and Social Care provides a Supported Employment Service to support those with learning disabilities to gain access to employment.

Supported Employment Service help by:

- developing employment portfolios for those referred and provide appropriate training in workplace environments
- offering direct support and information to employers about employing someone with learning difficulties
- providing 1 to 1 support to the employee to ensure the standard of work is met
- helping and encouraging employers to develop employment opportunities within their organisation for adults learning disabilities

The Supported Learning Service is always striving to find suitable work placements and if you can help, or would like further information the team can be contacted on the details below.



01624 698343



[SupportedEmployment.DHSC@gov.im](mailto:SupportedEmployment.DHSC@gov.im)



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