

# Economic Development

## Building Control Section Access Officer

### Disability Discrimination Acts 1995 & 2005 Part 3 – Access to Goods, Facilities, Services and Premises

All businesses and service providers are subject to Part 3 of the Disability Discrimination Act.

#### It is unlawful to

- refuse to serve a disabled person
- provide a service to a disabled person on less favourable terms
- provide a service to a disabled person in a less favourable manner unless it can be justified

#### Service providers are required to

- take reasonable steps to change any policies, practices and procedures which make it impossible or unreasonably difficult for disabled people to make use of the service
- provide auxiliary aids or services which enable disabled people to make use of a service
- overcome physical barriers by removing them, altering them, or providing a service by a 'reasonable' alternative method

#### Since October 2004

#### Service providers are also required to

- remove, alter, or provide reasonable means of avoiding a physical feature that makes it impossible or unreasonably difficult for disabled people to use a service

#### Since December 2006

**Private Clubs (with more than 25 members)** are now subject to the DDA.

**Public Bodies** have further duties to write a Disability Equality Scheme (which is audited), eliminate discrimination and promote access for disabled people and include disabled people in decision making.

The Disability Discrimination Act 1995 Code of Practice produced by the Disability Rights Commission states

“Service providers are more likely to be able to comply with their duty to make reasonable adjustments under the Act if they:

- audit physical and non-physical barriers to access for disabled people;
- make adjustments and put them in place
- provide training to staff which is relevant to the adjustments to be made;
- draw the adjustments to the attention of disabled people;
- let disabled people know how to request assistance; and
- regularly review the effectiveness of adjustments and act on the findings of that review.”

If you would like any further information, advice or help please contact Carlisle City Council’s Access Officer

Telephone: **01228 817183**

E-mail: [access@carlisle.gov.uk](mailto:access@carlisle.gov.uk)

Typetalk: **(18001) 01228 817183**

Or

Equality and Human Rights Commission Helpline

0845 604 6610 - England main number

0845 604 6620 - England text phone

Mon, Tue, Thu, Fri 9:00 am-5:00 pm; Wed 9:00 am-8:00 pm (last call taken at 7:45pm)

