

DISABILITY DISCRIMINATION ACT

INFORMATION SHEET FOR SERVICE PROVIDERS



THE ROYAL BOROUGH OF
**KENSINGTON
AND CHELSEA**

The following is a broad overview about your obligations as a service provider in respect of the Disability Discrimination Act (DDA) 1995.

Following changes to the law in 2004, service providers must consider making changes to physical features of their premises so that there are no physical barriers which prevent disabled people from using their services, or make it unreasonably difficult for anyone to do so. This will ensure that those services are reasonably accessible to disabled people.

Service providers include:

Shops

Hotels and hostels

Pubs and restaurants

Doctors' and Dentists' clinics

Churches

Councils and Housing associations

Property developers

Banks and Building Societies

Theatres and Cinemas

Sport and leisure facilities

Places of interest such as parks and historic buildings

The DDA also applies to Listed Buildings.

Some of the factors that might be taken into account when considering what is reasonable are:

- 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 that the works would cause;
- The extent of the service provider's financial and other resources;
- The amount of resources already spent on making adjustments.

Who enforces the DDA:

The DDA is enforced by individual disabled people or groups of disabled people who may challenge a service provider for not providing reasonable access to the services offered. There is no enforcement or regulatory body, such as central or local government (the Council).

Internal and external work to buildings may require consent from the Council.

Contact **Planningline**: 020 7361 3012 or
planning@rbkc.gov.uk for advice.

It is the responsibility of individual service providers to ensure that they conform to the provisions of the Act. The following organisations may be able to assist further with queries concerning this aspect of the DDA:

Action Disability Kensington and Chelsea

Undertakes local assessments of buildings regarding accessibility.

Tel: 020 8960 8888, Fax: 020 8960 8282, Email: adkc@adkc.org.uk
ADKC Centre, Whitstable House, Silchester Road, London, W10 6SB.

Equality and Human Rights Commission

The Equality and Human Rights Commission helpline gives information and guidance on discrimination and human rights issues, including disability discrimination.

Tel: 0845 604 6610 Mon, Tue, Thu, Fri 9:00 am-5:00 pm;
Wed 9:00 am-8:00 pm

Fax: 0845 604 6630 Website: www.equalityhumanrights.com

**Equality and Human Rights Commission Helpline,
Freepost RRL-LGHUX-CTR
Arndale House, Arndale Centre, Manchester M4 3EQ.**

The Centre for Accessible Environments (CAE)

CAE is an information provider regarding the built environment. Their information staff answers enquiries by telephone, fax, letter or email on all aspects of designing for accessibility, including the DDA 1995. This service is free of charge.

70 South Lambeth Road, London SW8 1RL.
Tel/textphone: 020 7840 0125 Fax: 020 7840 5811
Email: info@cae.org.uk Website: www.cae.org.uk

National Register of Access Consultants (NRAC)

NRAC is a resource for building owners and managers seeking advice on how to make improvements to the built environment in accordance with the DDA for the benefit of customers and disabled employees. It is the only UK-wide accreditation service for individuals that undertake access auditing and access consultancy.

For further information Tel: 020 7735 7845.
Fax and address – as for **CAE** above.
Email: info@nrac.org.uk Website: www.nrac.org.uk