

**Disability Rights Commission**

# **The Disability Discrimination Act**

What you really need to know

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# Who has rights under the DDA?

Definition of disability includes people with:

- ✓ Physical impairments
- ✓ Learning disabilities
- ✓ Mental health conditions
- ✓ Sensory impairments – hearing or vision
- ✓ Hidden impairments and serious long term health conditions

# What does the DDA cover?

- Part 2 - Employment
- Part 3 – Services (public or private)
- Part 4 - Education

# What does “employment” cover?

Part 2 includes:

- ❖ Job adverts, recruitment, promotion, retention, retirement
- ❖ Employment related activities e.g. work placements (paid or unpaid), many public appointments.

# What do “services” cover?

Part 3 of the DDA covers:

- ❖ Publicly or privately owned services to the public e.g. shops, restaurants, council services
- ❖ Includes employment services such as employment agencies, vocational training, job brokers

# What does “education” cover?

Part 4 of the DDA covers:

- ❖ Schools, colleges, universities
- ❖ Education authorities

# What job brokers and training providers need to know

- You must not refuse to offer a service
- You must not offer an inferior service
- You must plan ahead and make services accessible
- You must make reasonable adjustments

# Thinking ahead about access

- Can people with mobility problems get into the building and around the building?
- Is office clearly lit with good colour contrast?
- Are there chairs, toilets, water to drink?
- Private rooms for disabled people to discuss personal issues?

# Access isn't just about buildings. . .

- Information (course materials, leaflets) in different formats e.g. large print or Easy read
- Is there a text phone service?
- Is your website accessible?
- Are application forms accessible?
- Computers with access software (e.g. for people with dyslexia)

# Reasonable adjustments

- Policies and procedures e.g. giving someone extra time for an interview or test
- Provide “auxiliary aids and services” e.g. sign language interpreters, information on tape or large print, easy-to-use computer mouse
- Changes to premises e.g. lowering a counter, widening a door, handrails.

And most important of all. . .

## **Staff Attitudes**

- Don't underestimate what disabled people can achieve
- Ask disabled people what support they need
- Listen and learn from disabled people

# Discriminatory adverts

Adverts for jobs, work placements,  
vocational training courses

Those who write the adverts, those who  
publish them or display them

Print or electronic adverts (e.g. on websites)

# Discriminatory adverts (continued)

Some examples of adverts that discriminate against disabled people:

“Sorry, our offices are not accessible”

“Must have driving licence”  
(when not a driving job)

“Must be a good team player”  
(when job is not part of a team)

# Job brokers should also:

Be aware of **employers'** responsibilities  
under DDA

- What happens when disabled clients go to job interviews or start work?
- What policies have employers got? Are they supporting disabled people or are they discriminating?

# Job brokers should also:

Let disabled people know about their rights  
– in employment and training

Many disabled people don't know they're  
“disabled” under DDA therefore don't know  
they've got rights!

# More information

## Codes of practice

<http://www.drc.org.uk/thelaw/practice.asp>

- Rights of Access code (for service providers)
- Employment and occupation code – see especially chapter 11

## Advice for employment agencies

<http://www.drc.org.uk/publicationsandreports/pubs/employment.asp>

Main website address:

[www.drc-gb.org](http://www.drc-gb.org)