

Access for All – Useful Resources

The Business and Legal Case for Improving Accessibility

The Equality Act 2010

- The **UK Government** has produced a series of guides on the Equality Act, including quick-start guides for service providers, to help operators understand what the Act may mean for their business:
<https://www.gov.uk/guidance/equality-act-2010-guidance>
- The **Equality and Human Rights Commission** also provides guidance on what the Equality Act 2010 means for businesses, workers and customers:
<https://www.equalityhumanrights.com/en/equality-act/equality-act-2010>
- **ACAS** provides help and advice for employers and employees:
<http://www.acas.org.uk/index.aspx?articleid=3017>
- VisitEngland's **Pink Book Online** provides an overview of how the Equality Act affects tourism businesses:
<https://www.visitbritain.org/pink-book/disabled-guests>
- The Equality and Human Rights Commission (EHRC) and VisitEngland have produced **Take the lead** guide to help tourism businesses welcome people with assistance dogs: https://www.visitbritain.org/sites/default/files/vb-corporate/ehrc_guide_to_assistance_dogs.pdf

The Purple Pound

- VisitEngland's **Purple Pound infographic** reveals that disabled people and their friends and families spend £12bn a year on tourism in England, with an average longer stay and higher spend compared to non-disabled people:
https://www.visitbritain.org/sites/default/files/vb-corporate/ve_purplepound2016_d3.pdf
- VisitEngland's **At your Service** guide (2011) provides more information on the accessible tourism market:
https://www.visitbritain.org/sites/default/files/vb-corporate/at_your_service_17.12.10.pdf

Becoming Disability Aware

- **Welcome All** is a one day course by Welcome to Excellence explaining the importance of providing great customer service to disabled customers as well as knowledge about how to do so:
<http://www.welcometoexcellence.co.uk/trainingprogrammes/welcomeall.asp>
- **WorldHost Customers with Disabilities** is a half day course by People 1st designed to help business owners and their staff cater for disabled customers sensitively and effectively: <http://www.people1st.co.uk/performance-talent-management/customer-service/worldhost-training/worldhost-customers-with-disabilities/>
- **Action on Hearing Loss** offer courses that can be delivered at your business, as well as open courses held regularly nationwide, on deaf awareness and sign language: <https://www.actiononhearingloss.org.uk/supporting-you/services-and-training-for-businesses/deaf-awareness-and-sign-language-training.aspx>

- **RNIB** offer training courses on visual awareness and pan disability awareness, available for individuals and businesses: <http://www.rnib-business.org.uk/services#service-5>
- The charity **Tourism for All** provides online Access for All training courses: <https://www.tourismforall.org.uk/TFA-Training-Courses.html>
- VisitEngland's **Inclusive Tourism Training Slides** provide businesses and staff with an introduction to disability awareness and are designed to be included in staff induction sessions: <https://www.visitbritain.org/providing-access-all>
- **AccessChamp** is an online training programme to help hotel and conference staff provide outstanding customer service for all: <https://www.accesschamp.co.uk/>
- **Accessible Travel Made Easy** is a free online training course aimed at travel agents, tour operators and other front-line travel industry staff: <https://www.equalityhumanrights.com/en/advice-and-guidance/course-travel-industry-accessible-travel-made-easy>

Accessible Communications & Marketing

- VisitEngland's **Communication Toolkits** help businesses improve written, electronic and face-to-face communication so they can be understood and used to the greatest extent possible, by all types of people: <https://www.visitbritain.org/communication-toolkits>
- The **Accessibility Guides website** helps businesses located in England and Scotland produce and publish a guide that provides potential customers with important accessibility information: <https://www.visitbritain.org/writing-accessibility-guide>
- The **Website Accessibility Initiative (WAI)** and specifically the **Web Content Accessibility Guidelines (WCAG)** are the definitive and internationally accepted guidelines for creating accessible websites: www.w3.org/WAI and <https://www.w3.org/WAI/intro/wcag>
- The **BBC** provides guidelines on making websites accessible: <http://www.bbc.co.uk/guidelines/futuremedia/accessibility/>
- The **British Standard for Web Accessibility (BS 8878)** is a standard available to purchase designed to help businesses improve the accessibility of their websites: <https://www.bsigroup.com/en-GB/industries-and-sectors/accessibility/>
- The **Next Generation Text Service (NGT)** is a national text to voice service that allows people who can't hear or speak to make telephone calls: <http://ngts.org.uk>
- **Makaton** is a language programme using signs and symbols for people with communication and learning difficulties www.makaton.org
- The **Sign Design Society** promotes excellence in signing and wayfinding www.signdesignsociety.co.uk
- **Vischeck** allows you to test the accessibility of your information for people who are colour-blind and provides other free resources: www.vischeck.com
- The Government's **Office for Disability Issues** and **Department for Work and Pensions** provide guidance on how to produce communications that include, accurately portray, and are accessible to disabled people: <https://www.gov.uk/government/publications/inclusive-communication>

- **Sociability: Social media for people with a disability** is a guide on how to use social media to reach disabled people:
<https://mediaaccess.org.au/web/social-media-for-people-with-a-disability>
- VisitEngland's **Speak Up!** guide helps tourism businesses market their accessibility effectively: https://www.visitbritain.org/sites/default/files/vb-corporate/Images/Business-Advice-Hub/speak_up.pdf
- UK Association of Accessible Formats (UKAAAF) has a **best-practice guide for the production and provision of accessible formats**:
<https://help.rnib.org.uk/help/daily-living/technology/large-print-clear-print>

Buildings and Facilities

- VisitEngland's **Easy Does It** guide (2008) contains ideas for simple and low-cost improvements businesses can make to improve their accessibility:
https://www.visitbritain.org/sites/default/files/vb-corporate/Images/Business-Advice-Hub/easy_does_it.pdf
- **Approved Document M** provides practical guidance to help meet Part M of the Building Regulations 2010, including useful diagrams on how to show compliance with the regulations:
<https://www.gov.uk/government/publications/access-to-and-use-of-buildings-approved-document-m>
- **BS 8300:2009 Design of buildings and their approaches to meet the needs of disabled people** provides guidance on the good practice in the design of buildings so that they are convenient to use by disabled people. The guidance is complimentary to that contained in Approved Document M but contains additional material. BS8300 is available to purchase from BSI:
<http://shop.bsigroup.com/ProductDetail/?pid=000000000030217421>
- **RNIB** provide information on making buildings accessible to all and also design and produce tactile images/maps:
<http://www.rnib-business.org.uk/>
- Historic England's **Easy access to historic buildings** guide provides advice to those who own, manage or occupy historic buildings in England:
<https://historicengland.org.uk/images-books/publications/easy-access-to-historic-buildings/>
- **ISCE** provides a list of competent assessors who can test and assess hearing loops for correct operation and performance. Some ISCE members also provide loop installation: <http://www.isce.org.uk/hearing-loop-assessment-scheme/>
- The **National Register of Access Consultants** is an online database of reputable, accredited access auditors and access consultants for those seeking advice on how to make improvements to the built environment for the benefit of disabled customers and employees:
www.nrac.org.uk
- **The Changing Places Campaign** provides all the information you need to install a Changing Places facility for people with higher level accessibility needs:
<http://www.changing-places.org/>

Health and Safety

- Department for Communities and Local Government's **Fire safety risk assessment: means of escape for disabled people** guide provides guidance on emergency

evacuation: <https://www.gov.uk/government/publications/fire-safety-risk-assessment-means-of-escape-for-disabled-people>

Employing Disabled People

- The **Business Disability Forum** promotes the inclusion of disabled people in the workplace and in society and provides informative resources on employment practices: <http://businessdisabilityforum.org.uk/>

Certifying your Accessibility

- VisitEngland's **National Accessible Scheme (NAS)** is the only scheme that rates the accessibility of visitor accommodation throughout England. It allows businesses to promote their true level of accessibility, as determined by a robust set of standards and assessed by a qualified independent assessor: <https://www.visitbritain.org/national-accessible-scheme>
- Action on Hearing Loss' **Louder than Words™ charter mark** benchmarks businesses against a predefined list of quality standards that help demonstrate a commitment to fair and accessible service provision: <https://www.actiononhearingloss.org.uk/louderthanwords.aspx>

Other

- **Listen Up!** guide produced by VisitEngland and Action on Hearing Loss provides tips and advice on welcoming people with hearing loss: https://www.visitbritain.org/sites/default/files/vb-corporate/Documents-Library/documents/England-documents/listen_up.pdf
- **Access to Hotels for People with Hearing Loss** is a comprehensive guide by the Inclusive Hotels Network: <https://www.visitbritain.org/sites/default/files/vb-corporate/ihn-access-to-hotels-for-people-with-hearing-loss.pdf>
- The **Association of Convenience Stores (ACS)** provides best practice guidance on how retail businesses can accommodate the needs of disabled customers: <https://www.acs.org.uk/advice/welcoming-disabled-customers/>
- **Pubs are for everyone: Why being accessible is important** is a guide from the British Beer and Pub Association: https://www.visitbritain.org/sites/default/files/vb-corporate/bbpa_improving_accessibility_in_pubs_2016.pdf
- **Euan's Guide** provides a range of guides and top tips on access for all: <https://www.euansguide.com/venues/top-tips>
- The **Tourism is for Everybody Campaign** is a movement to improve the experience for disabled tourists and travellers: <http://www.tourismisforeverybody.org/>