

Rights of access for disabled people

Legal changes from October 2004

All organisations and businesses providing a service must make their activities and buildings accessible to disabled people from October 2004.

You may need to make changes to the way you deliver your services and to the buildings you use, so that it is not unreasonably difficult for disabled people to use your services.

Access is not just about physical features, such as ramps and toilets, but also about other issues such as making sure that:

- **your information is in large print and other formats**
- **there are no obstructions in routes or doorways**
- **signs are clear and in contrast to their background**
- **lighting and surfaces are not reflective or confusing**
- **staff understand how to communicate effectively**
- **induction loops and other communication systems are installed and working properly**
- **accessible transport and parking is available nearby**