



in association with Churchill & Friend,  
Employers' Forum on Disability



**the disability video**

**the Manual**

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(Manual revised 2003)

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*Think what disabled people CAN do, not what they can't!*



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Our apologies to anyone omitted from the list: let us know before we reprint it!

**Angel Productions, November 1996**

# Introduction

## Using the Videos

OH YES I CAN contains two videos on working with and serving people with disabilities. We hope that watching the videos and discussing key themes will enable you to explore and appreciate:

- the importance of involving people with disabilities in any action on this subject.
- the range and diversity of disability issues.
- the benefits of a positive approach towards people with disabilities.
- the physical, practical and attitudinal barriers experienced by people with disabilities.
- the myths and misconceptions about people with disabilities and the impact these have on the way others treat them.
- the legal requirements of the Disability Discrimination Act 1995.
- strategies to adapt workplace values, attitudes and behaviours to improve the quality of working life and the quality of service for people with disabilities.

## Using the Manual

This manual contains support material for running introductory briefing sessions on disability **information**, best practice for disability equality and legal requirements. It will help organisations to approach the issue positively and with confidence and to determine an action plan.

Key themes in the pack are the need to:

- focus on abilities not the disability.
- address and remove the barriers faced by people with disabilities.
- involve people with disabilities in all discussions about these issues.
- raise awareness of people at work to improve the treatment of people with disabilities.

### Disability Awareness

This pack is not designed as a substitute for disability **awareness** training. It is recommended that organisations work with professional and experienced disabled trainers on this subject. Some contacts are given in the Resources section.

## What is Disability?

How do you define disability?

Is it the physical condition or impairment which an individual has?

The law defines it as :

a past or present *“physical or mental impairment which has a substantial and long term adverse effect on a person’s ability to carry out normal day to day activities.”*

Normal day to day activities include:

- mobility
- manual dexterity
- physical co-ordination
- continence
- ability to lift, carry or otherwise move everyday objects
- speech, hearing or eyesight
- memory or ability to concentrate, learn or understand
- perception of the risk of physical danger

Another school of thought defines disability as a person’s exclusion from mainstream activities of the society in which they live because of society’s failure to acknowledge and cater for people with disabilities.

For example, if a wheelchair user cannot use a bus, is it the use of the wheelchair which is a disadvantage, or the failure of the bus company to provide access?

For a blind person who went to a special school which placed little emphasis on academic achievement and preparation for work; is the sight impairment the main disadvantage, or the experience which followed from that?

The disadvantage experienced by somebody with a disability is caused as much by physical and attitudinal barriers as by the condition or impairment the person has.

## Summary

There is no single, commonly accepted definition of disability. It is important to consider both the physical or mental impairment and the physical and attitudinal barriers which exclude the person from mainstream activities in society.

Any definition of disability needs to take account of both aspects to build a strategy which enables everyone to be treated with respect and according to their individual needs, in order to contribute to their full potential.



## Images of Disability

When you hear the word Disability, what picture comes into your mind?

Someone who

- is blind
- uses a wheelchair
- is deaf
- has a learning disability
- has epilepsy?

Is the image:

- adult or child
- male or female
- young or older
- white or ethnic minority
- severe or slight disability?

Everyone has a particular image of disability which influences their thoughts and actions on this subject.

It is interesting to reflect on where the images come from and how they are maintained.

In fact there are a range of disabilities/impairments and degrees to which they affect people.

## Types of Disability

Disabilities include some impairment to or loss of:

- **Hearing**
- **Sight**
- **Speech**
- **Mobility**
- **Intellectual capacity**
- **Mental health**

Remember:

- Disability affects boys and girls, women and men of all races and all ages.
- Only a minority of people are born with their principal disability. Over 70% acquire their disability later in life.
- Only a minority of people with disabilities use wheelchairs.
- People are not 'wheelchair-bound': they use wheelchairs to get around.
- Many blind people have some sight.
- Many deaf people have some hearing.
- Other disabilities may be **hidden**, not immediately apparent by looking at someone; like epilepsy, diabetes, heart conditions.
- Other disabilities may be highly visible such as **facial disfigurement** and involve little or no impairment to activities such as sight or speech.
- People with mental health problems usually overcome them.
- People with learning disabilities can learn, but might need to do so differently.

## Disability Facts and Figures

- Research shows that there are 6.25 million adults with disabilities in the UK. They are supported by 6.8 million carers. This means that one in four people in Britain are disabled or in a close relationship with someone who is.
- 2.5 million people with disabilities are of working age. Of this group, 70% are unemployed and seeking employment.
- Disability affects people of all ages and all racial groups.
- It is estimated that less than 5% of people with disabilities use wheelchairs. Other disabilities, such as late onset stress related conditions are more common.
- The onset of most disabilities occurs during people's working lives. Only 17% of people are born with their main impairment.
- There is an untapped pool of skill and potential amongst working age people with disabilities.
- Research shows that there are usually few additional costs to the employer in the recruitment, retention of employees with disabilities.

## Myths and Misconceptions about Disabled People

In this section we look at some of the common sayings and beliefs about disability and examine their impact on the treatment of people with disabilities.

### ***Disability is illness and should be treated as such.***

This powerful myth influenced the care and employment prospects of people with disabilities for many years.

It led to the exclusion of many people with disabilities from mainstream education and the provision of separate and often less effective education.

It created an image of people with disabilities as frail or invalid whereas many people with disabilities enjoy excellent health.

This has influenced some employers to believe that people with disabilities are likely to require more time off work through sickness, and pose a burden on pension schemes.

### ***People with disabilities are different and have different expectations and needs.***

In fact people with disabilities have similar needs and aspirations to everyone else.

They go to school, work, pay taxes have likes and dislikes, prejudices and ambitions as anyone else.

This notion of difference has often led to the exclusion of people with disabilities from mainstream activities in society and has led to separate education, housing and care policies for people with disabilities.

### ***People with Disabilities are not quite right in the head***

There is often an assumption that a physical impairment carries with it a learning impairment. This is often assumed of people with cerebral palsy who have co-ordination difficulties and a speech impairment.

This assumption is likely to lead to patronising and child like treatment of the person with a disability.

### ***People with disabilities need special access to the building***

In fact 95% of people with disabilities enter and travel about the building the same way as everyone else and use the same toilet facilities as everyone else.

This perception of the need for costly adaptations is sometimes used as the reason why people with disabilities are not employed or not able to use services.

Of course there is a lot that could be done to make buildings more user-friendly to a range of customers including older people and people with children in pushchairs.

The lack of involvement for staff and customers with disabilities means we don't learn about the adjustments which would be useful.

***People with disabilities need special facilities  
It costs a lot to employ people with disabilities***

Everyone needs equipment to do their job. In fact many people with disabilities use the same equipment as everyone else. Some people with disabilities may need different equipment and in some cases the equipment may cost more. Remember, the Access to Work Scheme, available through the Employment Service, offers financial assistance to people with disabilities and the employer therefore carries only a small proportion of the cost.

***People with disabilities don't apply to work for us***

This is often given as a reason why people with disabilities are not employed in the organisation and shifts the responsibility for action to the person with a disability.

Put another way, we are missing out on the skills and potential of 12% of the labour market and it becomes an issue for employers to address.

***People with disabilities find it hard to communicate with others***

Sometimes it is the other person's discomfort when dealing with someone with a disability which causes communication difficulties.

Put another way, our staff are not trained in communicating with people with disabilities and we have identified a way to improve the quality of service.

***People with disabilities become embarrassed in the presence of able bodied people.***

This reason is often put forward as an explanation for the absence of people with disabilities at work or on business premises. Again, it helps able bodied people to rationalise their absence without addressing the real issue of prejudice and

discrimination. It is more likely that a non disabled person will be embarrassed because they are not sure how to behave and communicate.

***People with disabilities are only too grateful to have a job.***

The idea that people with disabilities should be grateful with their lot often means that they are working at a level significantly below their skills and abilities and can mean they are not considered for training and development opportunities.

***People with disabilities prefer to work in sheltered schemes.***

This is often used to justify the absence of people with disabilities from the workplace. There is no evidence for this belief and, given the high unemployment rate for people with disabilities, it is unlikely that they would knowingly reduce their options and chances of employment in this way.

***People with disabilities constitute a risk to themselves and others at work.***

Why? It is important for employers and service deliverers to take into account the health and safety of all employees and customers. Safety instructions and evacuation procedures need to take account of the needs of staff with disabilities.

Of course if the necessary adjustments had been made to enable the employment of people with specific disabilities, they should not experience additional risk in an emergency.

***People with disabilities don't fit our organisation image or customer profile.***

This is using business language to hide prejudice and discrimination. Such sentiments will place the organisation in breach of the law if they result in discrimination.

In fact opinion polls conducted in the USA (Harris Poll 1991) suggest positive attitudes and goodwill towards people with disabilities and widespread support for projects to increase the number and visibility of people with disabilities in employment.

Positive images in the media are highly effective in increasing understanding and support.

***People with disabilities are less productive at work***

There is actually evidence to the contrary. People with disabilities tend to have fewer days off through sickness and are loyal employees.

## Summary

Myths, misconceptions and negative statements about people with disabilities have led to a focus on the physical condition, its treatment as an illness and provided a justification for their exclusion from the workplace.

Equal opportunities for people with disabilities focuses on:

- ability and not disability
- removing the physical, practical and attitudinal barriers which prevent people with disabilities from living a 'normal' life and contributing to their full potential.

## Barriers for People with Disabilities

People with disabilities need access to a full range of services and jobs. Some of these require adjustment to make them accessible. Failure to make these adjustments means that people with disabilities meet many barriers which prevent them from living independent lives, exercising choice and contributing to their full potential at work.

The barriers can be:

- Physical
- Practical
- Attitudinal

and are illustrated in:

- Built environment
- Lack of effective communication
- Negative attitudes
- Lack of knowledge
- Lack of staff awareness and understanding
- Failure to make adjustments
- Rules ('If it was up to me, I'd let you in, but ...')

### Who are the experts?

Each person with a disability is likely to be the most expert source of information on their particular condition. Seek their advice on any necessary adjustment in the work place or business premises and the most useful equipment.



## **What are the business benefits of a positive programme of equality for people with disabilities?**

- Increased access to talent and potential
- Broader recognition and development of talent
- Greater organisation flexibility
- Improved management competence
- Improved staff motivation
- Reduced turnover and costs
- Increased productivity through flexibility
- Improved organisation processes
- Reflecting customer base
- Improved image
- Access to new markets
- Releasing innovation and creativity through harnessing difference

# What does Equal Opportunities for People with Disabilities involve?

## Policy Statement

Organisation equality policies need to encompass equal chances and fair treatment for people with disabilities.

## Disability strategy

An organisation which takes disability equality seriously would

- Involve people with disabilities in all actions and review
  - Address the diverse range of disabilities
  - Focus on ability and needs, not the disability
  - Audit employment, communication and service delivery practices
  - Provide access to full range of services and jobs
  - Ensure the Dignity and Respect of people with disabilities
  - Remove barriers in:
    - Built environment
    - Communication
    - Staff Awareness and understanding
  - Involve people with disabilities in all aspects of planning and policy making
  - Integrate disability equality into key business processes and key performance indicators.
- 
- Products
  - Service delivery
  - Suppliers
  - Community
  - Employment

## Disability and Employment

- A policy and strategy to focus on ability and remove barriers
- Involving people with disabilities
- Disability awareness training
- Removing barriers in the working environment
- Recruitment
- Career development
- Retention, Retraining and Redeployment
- Work Experience
- People with disabilities in the Wider Community
- Monitoring performance

## Interviewing People with Disabilities

The Disability Discrimination Act requires employers to make reasonable adjustments in the recruitment process to avoid discrimination against people with disabilities.

If an applicant for employment or interview is disabled you may need to make changes to the usual way of doing things.

**Golden Rule:** Don't make assumptions. Always discuss with the person concerned what adjustments will make it possible for them to compete on their merits.

### General Pointers

- Make sure the interview room is accessible for someone with a mobility difficulty.
- Be ready to provide an interpreter or allow a deaf applicant to bring one along.
- Be ready to rearrange seating and lighting to assist lip readers.
- Focus on the essential tasks of the job.
- Don't make assumptions. Ask questions which will enable the individual to give information about their ability to perform the duties of the post and what adjustments, personal assistance or equipment they will need.
- Questions about the disability should relate only to ability to perform the job.
- Focus on the ability and achievements of the person, not the disability.
- Form your own judgements about the person's ability to do the job; don't rely on intermediaries.

# Checklist for Recruitment, Employment and Retention

## Integrated Equality Statement

- Explicit commitment to equal opportunities for people with disabilities.

## Audit

With help from people with disabilities, audit:

- Premises
- The working environment
- People and service delivery practices
- The number and levels at which people with disabilities are employed
- Communication policies and methods
- Attitudes and awareness
- Recruitment and selection procedures
- Training and Career Development practices
- Application forms

## Training

Working with a trainer with a disability:

- Train Staff in Disability Awareness

## Action

- Identify and remove barriers
- Review recruitment and selection procedures
- Review application forms
- Outreach and positive encouragement
- Remove unjustified selection criteria
- Think 'Ability'
- Use work experience schemes
- Review occupational pension schemes
- Review redeployment and retention policies
- Career development
- Staff communication policies
- Monitor performance

## **The Employers' Agenda on Disability Ten Points for Action**

The Employers' Forum on Disability launched an agenda on disability in 1992. In 1994 they launched a ten point action plan with government and all party support.

1. Equal Opportunities Policy and Procedures Statement
2. Staff Training and Disability Awareness
3. The Working Environment
4. Recruitment
5. Career development
6. Retention, Retraining and Redeployment
7. Training and Work Experience
8. People with disabilities in the wider community
9. Involvement of people with disabilities
10. Monitoring performance.

## Etiquette and Language Guide

These notes are edited from **Disability Etiquette**, a guide published by the Employers' Forum on Disability. Copies of the guide are available from them. Several organisations, including the House of Commons, committed to good practice in employment and service delivery have worked with the Employers' Forum on Disability to issue etiquette guides on meeting, serving and interviewing people with disabilities.

Contact the Employers' Forum for full details.

### Language and Terminology

Language is constantly changing. The best way to demonstrate awareness and to avoid offence is to keep in touch with disabled people and to respect their preferences.

#### First deal with the person, not the disability

Each person with a disability is, first and foremost, an individual, so avoid group phrases like

- **The disabled**

Use instead

- **People with disabilities**
- **Disabled people**

#### Language which may cause offence

Some words and phrases can cause offence. For example

- **The handicapped**

Many people with disabilities find this an offensive term because it is probably derived from 'cap in hand'.

Other words refer to the person in terms of their condition:

- **Spastic**
- **Epileptic**
- **Cripples**
- **Victims of ...**
- **Invalid**
- **Mental handicap**
- **Wheelchair-bound**

Sometimes the term 'disabled' can itself cause offence. For example, a deaf person might assert that they simply speak a different language. As we see in the video, David Poulter does not use the term 'disability' to describe his facial disfigurement, and does not consider himself to be disabled, simply somebody with a different appearance. So remember to take your lead from the individual you are dealing with.

### **Words which are less likely to cause offence**

Try :

- **A wheelchair user**
- **Someone who has cerebral palsy**
- **A person with epilepsy**
- **Someone with learning difficulties**

## **Communicating with People with Disabilities**

### **General Pointers**

- Treat the person as an adult and with respect
- Read the section on language
- Try not to be embarrassed
- Ask if the person wants help
- Wait till your offer is accepted
- Ask what help is needed; don't assume you know
- Listen and follow any instructions you are given
- Don't be offended if an offer of help is refused
- Watch out for patronising language, and gestures appropriate for children.

**People with Speech Difficulties**

- Give the person your whole attention.
- Avoid finishing the sentence for them.
- Wherever possible ask questions that require short answers or where body language allows a nod or shake of the head.
- Slowness or difficulty with speech is no indicator of intellectual capacity.
- Never pretend to have understood.
- Make sure you have understood. Summarise.

**People with Impaired Sight**

- Identify yourself.
- Verbalise your actions.
- Say:
  - Shall we shake hands?
  - Let me offer you an arm.
- Say if you are moving away.

**People with Hearing Impairments**

- Shouting doesn't help.
- Ask the person how they like to communicate.
- If there is an interpreter present, address yourself to the person not the interpreter.
- Complex technical terms may be better written down.

If the person lip-reads:

- Speak clearly and directly to the person.
- Don't cover your mouth.
- Use simple phrases, facial expressions and body language to convey meaning.

**People with mobility difficulties**

- If the person is in a wheelchair and the conversation is likely to last for more than a few minutes try to put yourself at the same level. This will maintain eye contact and avoid stiff necks.
- Come out from high desks and counters.
- Offer help with heavy doors or deep pile carpets.
- Check with someone on crutches if they would like to sit down.

**People with Facial Disfigurement**

- Try not to be put off or embarrassed by appearances.



- Have eye contact and try not to stare.
- Concentrate on what the person is saying.

### **People With Learning Difficulties**

- Expect to be understood.
- Give the person plenty of time.
- Use straightforward language.
- Be ready to explain more than once.
- If necessary, write down the message and ask the person to show it to a friend or family member.

### **Planning an Event**

- When planning an event ask about accessibility of the venue.
- Check out the building and the meeting room.
- Check and describe the parking facilities.
- Remember, access is more than physical entry to the building. It may be that adjustments are required for hearing and sight impairment.
- Identify the toilets.
- Consider the suitability of the furniture.
- Brief staff to expect guests with disabilities and organise any help that is required.

### **Inviting people to attend**

- Describe the venue in your invitation and encourage people to let you know their needs to take part in the event. If you don't, people with disabilities might not come.



## Video One: Working with Disabled Staff

This video looks at eight people with different disabilities doing a range of jobs. The video shows men and women of various ethnic groups, ages social and educational backgrounds, because disability can affect anyone.

Some people are born with their physical or mental impairment, others acquire theirs later in life. The condition can remain the same, get better or worse over the years

The people who talk to us about how their disability has affected them in employment are, in order of appearance:

- Alan Gregory      Mobility impairment
- Andy Martin      Mental health condition
- David Poulter    Facial disfigurement
- Matthew James    Deaf
- Paulina Fok      Speech, sight and mobility impairments
- Zoe Hassan      Learning disability and restricted stature
- Glenda Simon    Deaf and sight impairment
- Sam Pancholi    Sight impairment

Other disabilities not featured in the video include hidden impairments such as epilepsy, diabetes, heart disease.

The video shows:

- How a positive and flexible approach on the part of employers enables them to recruit and retain the skills which each person brings to their job.
- The physical and attitudinal barriers which people with disabilities experience in gaining and retaining employment.
- Prejudice and negative attitudes.
- Lack of understanding and awareness.
- Lack of flexibility.
- Communication.
- Underestimating ability.
- The impact which discrimination has had on the motivation and attitudes of the people in the video.

## Stereotypes

The video explodes several common stereotypes about people with disabilities.

- To get on in a career you have to be mobile. (Alan Gregory was promoted on ability several times after acquiring his impairment.)
- Professional people can't work successfully from home.
- People with facial disfigurement can't work in front line jobs. David Poulter believes his disfigurement helps people to remember him.
- People with speech impairments cannot communicate with the public. (Paulina Fok working successfully and independently to the satisfaction of the public).
- Deaf people have difficulty making themselves understood by hearing people. (With a range of communication and listening methods from sign language, lip-reading, speech, message-writing, to high technology Type Talk, Glenda Simon and Matthew James communicate in person and by telephone with their customers and colleagues.)
- Disabled staff put customers off. The opposite is often true, as shown by comments from the public in Camberley Library and by customers at the Strand Palace Hotel.
- People with learning difficulties shouldn't work with children. (Zoe Hassan has clearly won the affection of the children at the nursery where she works and the respect of her colleagues and the parents for her contribution.)
- Blind people can't work in retail. (It depends on the degree of sight impairment and the availability of equipment to overcome the disability.)

## Equipment and Adaptations

The video explores equipment, adaptations and coaching needs which people with disabilities may need to gain or retain employment.

Some need no particular equipment to do their jobs effectively with a disability. Others need some adjustment.

The video illustrates that much of the equipment and many of the adjustments can be made at no or relatively little cost to the employer through specialist employment agencies or through the **Access to Work Scheme**.

In the video we repeatedly hear of the benefits to employers in employing and retaining people with disabilities.

## **What are the business benefits of a positive programme of equality for people with disabilities?**

- Increased access to talent and potential
- Broader recognition and development of talent
- Greater organisation flexibility
- Improved management competence
- Improved staff motivation
- Reduced turnover and costs
- Increased productivity through flexibility
- Improved organisation processes
- Reflecting customer base
- Improved image
- Access to new markets
- Releasing innovation and creativity through harnessing difference

In the '**Equipment and Adaptations Lucky Dip**', the video takes a humorous look at a serious issue. One reason frequently put forward for not employing people with disabilities is the supposedly high cost of equipment and adaptations.

Adaptations take several forms:

- Changes to the built environment to allow access and mobility within the workplace.
- High and low technology equipment.
- Flexibility in workplace, working hours and working patterns.

The case studies take us through a range of adjustments and equipment necessary for each person. It is important to remember that the person with the disability is likely to be the best expert in the necessary physical and attitudinal adjustments to enable them to contribute to their full potential.

Remember adjustments are not necessarily costly.

There is financial assistance for the person with a disability available through the **Access to Work Scheme**.

Adjustments and equipment for people with disabilities can also benefit others.

## **Attitudes and Aspirations of People with Disabilities**

The video shows a range of attitudes and aspirations on the part of people with disabilities. This underlines the importance of treating people as individuals and not trying to anticipate the impact of discrimination.

- Alan Gregory's steady determination and coping ability when faced with a negative attitude from his manager.
- Andy Martin's frustration at his failure to gain employment when being open about a previous mental health problem.
- David Poulter's drive and ambition appear undiminished by his facial disfigurement.
- The restoration of Glenda Simon's self confidence, morale and motivation after years of seeking employment.
- The reticence of Sam Pancholi and his caution about asking for too much at an early stage in his employment (although his employer is willing to explore his needs and to accommodate them if this will not involve undue expense).
- Matthew James describes his sense of loyalty and determination to give of

his best to his colleagues and his employers.

- Zoe Hassan and Paulina Fok take pride in their achievements and contributions to the success of their organisations.

## Summary

Barriers are physical and attitudinal.

Where adjustment is necessary the person with the disability is the best expert in what adjustments and equipment they need.

Adjustment need not usually be costly.

The business benefits of a positive programme of equality for people with disabilities include:

- Increased access to talent and potential
- Broader recognition and development of talent
- Greater organisation flexibility
- Improved management competence
- Improved staff motivation
- Reduced turnover and costs
- Increased productivity through flexibility
- Improved organisation processes
- Reflecting customer base
- Improved image
- Access to new markets
- Releasing innovation and creativity through harnessing difference

## Video One: Suggested questions for discussion

Here, we offer some questions for trainers to facilitate discussion with groups who have watched the video, or for individual users to consider. The information contained in the Introduction to this manual and in the Communication Brief will help you.

- 1 What does the word 'disability' mean to you?
- 2 What are the main themes of the video?
- 3 What images do you have of disabled people?
- 4 What stereotypes exist of disabled people?
- 5 What barriers did the people in the video face because of their disabilities?
- 6 What adjustments enable disabled people get or to stay in a job?  
Consider adjustments in:
  - a) the workplace
  - b) working practices
  - c) equipment
  - d) attitudes
- 7 Who are the best experts on what adjustments are necessary?
- 8 What are the costs and the benefits of employing disabled staff?
- 9 What are the spin-off benefits of employing disabled staff?
- 10 What behaviour from others enables disabled staff to fulfil their potential?
- 11 What behaviour from others hinders disabled staff from fulfilling their potential?
- 12 What light do the people in the video throw on the idea that disabled people cannot serve the public properly?
- 13 What types of coaching might disabled staff need?
- 14 What support is available for employers to help them employ disabled staff?
- 15 What minor adjustments can make a major difference to disabled people at work? Think of some new examples of your own.
- 16 How can we make it easier for disabled people to express their needs at work?
- 17 Consider the list of famous disabled people from history and public life at the end of the video, and think of some more examples.



# Video Two: Serving Customers with Disabilities

## Access to Goods and Services

In this video we hear people with different disabilities talking about their needs as customers. The video shows men and women of various ethnic groups, ages social and educational backgrounds, because disability can affect anyone.

Some people are born with their physical or intellectual impairment, others acquire theirs later in life. The condition can remain the same, get better or worse over the years.

The people who talk to us about their needs as customers with disabilities are, in order of appearance:

- Phil Friend      Mobility impairment
- Marie Collins    Mobility impairment
- Alan Gregory    Mobility impairment
- Sam Pancholi    Sight impairment
- Matthew James   Deaf
- Zoe Hassan      Learning disability and restricted stature
- David Poulter    Facial disfigurement
- Glenda Simon    Deaf and sight impairment

Other disabilities not featured in the video include hidden impairments such as epilepsy, diabetes and heart conditions.

The video shows:

- The business case for improving the quality of service for people with disabilities and their friends and families.
- How a positive and flexible approach from the service provider enables them to improve quality of service, gain new customers and retain the loyalty of existing ones.
- The physical and attitudinal barriers which people with disabilities face as consumers.
- The adjustments which improve the quality of service for disabled consumers.
- Practical tips for valuing customers with disabilities.

## What is the Business Case?

### Legal compliance

#### Disability Discrimination Act: Goods and Services

It is against the law to:

- Refuse to serve a customer with a disability
- Offer a lesser standard of service
- Offer less favourable terms
- Fail to make alterations to the service, e.g.:
  - Refuse to provide large print documents
  - Refuse to provide a loop system
- Refuse entry to a guide dog

As the video makes clear, complying with the law is not the only reason for serving disabled customers well.

### Reaching new markets

Close to 13 million people have a disability or assist someone who does. If your premises, services and products are not accessible to people with a range of disabilities, they will spend their money elsewhere and encourage their friends and family to do likewise

### Enhancing customer image

#### Improved image in the community

Service providers who ignore this potential market or who gain a reputation for failing to understand or reflect the needs of this group may find themselves losing business.

## What adjustments should be made?

### Involving People with Disabilities

Involve staff with disabilities when considering which adjustments are most appropriate for your business. Think about conducting a 'mystery consumer exercise' to gauge accessibility of the service and staff attitudes towards disabled customers. There are organisations listed in the Resources section who could help with this.

Adjustments are physical, behavioural and attitudinal.

### The Personal Touch

Several people talk about the importance of the way they are treated. All businesses need to demonstrate awareness and sensitivity to customers with disabilities if they are to win and maintain their business.

What makes Glenda Simon so content with her bank is the way the staff treat her with patience and respect. She is aware that they will take the time to understand her needs and to meet them.

The lack of patience, apparent indifference and occasional hostility which others experience could easily be rectified if staff followed simple disability etiquette.

### **Spin Offs to Improved Access**

As the video shows, adjustments for people with disabilities help others. The accessible hotel room would also benefit older guests. A lift for customers who use a wheelchair is equally welcome to parents and carers with pushchairs, people carrying heavy shopping and people without the energy to climb stairs.

Similarly, providing chairs for people with mobility difficulties can help all sorts of customers you might not have had in mind.

The video shows a range of physical and attitudinal adjustments.

### **Equipment and Information**

The use of prominently displayed symbols can assist people with sight impairments.

A range of quick and simple adjustments such as the availability of large pens, clipboards and cheque templates can assist a wide range of customers when paying.

### **Technology**

High technology and expensive adjustments such as BT's Type Talk have clearly paid off for BT and the deaf people who use the system.

What are some of the adjustments your organisation could make to enable customers with disabilities to make full use of your premises, products and services?

Think about:

- **Customer Service**
- **Sound**

- **Audio description for sight impaired**
- **Touch**
- **Textures**
- **Lighting**
- **Colour**
- **Print type and size**
- **Furniture**
- **Floor Layout**

## **Disability Etiquette**

As the video makes clear, all businesses need to demonstrate awareness and sensitivity to customers with disabilities if they are to win and maintain their business. Organisations need to convey respect for disabled customers and enthusiasm to establish and exceed their expectations if they are to win and maintain a share of a potential market of 13 million people with disabilities, their families and carers.

### **Etiquette guide**

There is a full guide to etiquette and language in the Introduction. These notes are supplementary and should be used with the guide.

Disabled customers expect and deserve the same quality of service as everyone else so the standard customer service advice applies:

- Greet the customer
- Establish need
- Exceed expectations

This section of the video gives the viewer the opportunity to experience poor customer service as someone with a disability. As you show the section ask the group to note down some general pointers for improving the quality of service to disabled clients and customers.

A checklist follows for comparison.

You may also wish to refer to the section on disability etiquette.

### **Checklist**

- At all times treat the customer with respect
- Don't ignore them
- Deal directly with them
- Smile

- Establish eye contact
- Don't stare
- Speak directly and clearly to the customer
- Establish best means of communication
- Remember shouting won't help
- Ask what help they require
- Repeat if necessary
- Keep your attention on the customer
- Listen
- Check understanding
- Ask to repeat if necessary
- Use notes if necessary
- Respond appropriately
- Be patient and helpful

## Video Two: Suggested questions for discussion

Here, we offer some questions for trainers to facilitate discussion with groups who have watched the video, or for individual users to consider. The information contained in the Introduction to this manual and in the Communication Brief will help you.

- 1 What does the word 'disability' mean to you?
- 2 What are the main themes of the video?
- 3 What images do you have of disabled people?
- 4 What stereotypes exist of disabled people?
- 5 What barriers did the people in the video face because of their disabilities?
- 6 What are the business arguments for making goods, services and facilities accessible?
- 7 What adjustments help disabled people as consumers? Consider adjustments in:
  - a) premises
  - b) equipment
  - c) behaviour
  - d) attitudes
- 8 How do these adjustments improve disabled people's quality of life?
- 9 Who else benefits from these adjustments?
- 10 Do any of these adjustments disadvantage anybody?
- 11 What minor adjustments can make a major difference to disabled people as consumers? Think of some new examples of your own.
- 16 How can we demonstrate sensitivity to disabled customers' needs?
- 17 Consider the 'Etiquette Guide' at the end of the video, and think of some more examples of how or how not to treat disabled customers with respect.

# The Disability Discrimination Act

**We are grateful to the Disability Rights Commission for permission to reproduce text from their website for this section. The DRC website at <http://www.drc-gb.org> contains further useful information and links.**

The focus of OH YES I CAN is deliberately on best practice rather than legal compliance, so users should find it relevant even if they are not covered by the provisions of the DDA.

This section provides brief notes on the main aspects of the Disability Discrimination Act and its possible implications. The focus here is on employment and provision of goods, facilities and services. The law also applies to housing, education and public transport.

The information provided in these notes is not intended as an authoritative statement or interpretation of these complex legal provisions. You should always seek specialist advice in relation to specific situations.

## Employing People

### What the law says

This article outlines your legal duties as an employer under the Disability Discrimination Act (DDA) 1995. Other articles in this section explain more about how you can comply with the law and use good employment practice.

### Am I covered by the Act?

Until October 2004, the Act covers all employers with 15 or more employees except some professions, such as the police and armed forces.

From October 2004, employers with fewer than 15 employees will be covered, including many of the previously excluded professions such as the fire, police and prison services. However, serving members of the armed forces will not.

### Who does the law consider to be a disabled person?

#### Discrimination when recruiting new employees

It is against the law for employers to discriminate against a disabled person because of their disability:

- in the way they decide who gets the job - for example, the way the applications are handled; the way the interview is carried out; or tests given to candidates
- in the terms on which they offer a job - for example, by giving only a short-term contract
- by refusing or omitting to offer a job.

#### Discrimination against your employees

It is against the law for an employer to discriminate against a disabled worker because of his or her disability:

- in their terms and conditions of employment
- in chances for promotion, transfer, training or other benefits, and/or by refusing to give them these chances
- by dismissing them unfairly
- by treating them less fairly than other workers.

### What does "discriminate" mean?

According to the DDA there are two types of disability discrimination:

- (a) less favourable treatment, and
- (b) failure to make a reasonable adjustment.



**(a) Less favourable treatment**

An employer discriminates if he:

- treats a disabled person less favourably than other people (for a reason related to his or her disability) and cannot justify this treatment.

**DRC Case Example:**

The client was dismissed from his job as a plumber after being absent from work for 4 weeks due to the pain and difficulties he was experiencing with his knee. Since 1999 he had experienced problems with his knee due to ruptured and damaged cartilage and ligaments. The knee was operated on and it is likely that the operation has been successful; indeed he is now working again elsewhere. The effect of the impairment was that his knee would sometimes give way or it would lock. He experienced pain when walking and difficulty in bending to put on trousers and shoes. He also found it difficult to carry things upstairs particularly in respect of his job. The Employment tribunal found that he had been treated less favourably for a reason related to his disability, and also because the Respondent had failed to consider making reasonable adjustments to allow him to carry on working. The ET awarded the sum of £17361, covering injury to feelings and compensation for future losses.

**(b) Failure to make a reasonable adjustment**

Employers also discriminate if:

- without being able to justify it, they don't take reasonable steps to prevent a disabled person from being at a substantial disadvantage because of any working arrangements or physical features of the premises. This is commonly known as the duty to make "reasonable adjustments".

**DRC Case Example:**

Mr B was employed as a security guard at a large airport. He developed cataracts in both eyes and in May 2000 had an operation on his left eye. When Mr B returned to work, he was transferred to the cargo area where the artificial fluorescent lighting made his eyes worse. He was told that it was not possible to find him other work away from the cargo area. By September 2000 Mr B could not carry on working and had to take sick leave.

The Employment Tribunal found that the security firm had treated Mr B less favourably for a reason related to his disability, and that they had failed to make a reasonable adjustment to his work situation. The employer paid Mr B £23,000 compensation.

**Examples of reasonable adjustments**

These are examples of reasonable adjustments in recruitment and employment given in the Act (note: this is not an exhaustive list):

- making adjustments to premises
- reallocating part of a job to another employee
- transferring the disabled person to fill an existing vacancy

- altering the person's working hours  
assigning the person to a different place of work
- allowing absences during working hours for rehabilitation, assessment or treatment
- supplying additional training  
acquiring special equipment or modifying existing equipment
- modifying instructions or reference manuals
- modifying procedures for testing or assessment
- providing a reader or interpreter
- providing additional supervision

### **When is it reasonable for me to make an adjustment?**

The DDA lists a number of factors which may, in particular, have a bearing on whether it will be reasonable for the employer to have to make a particular adjustment - these are:

- how effective adjustment is in preventing the disadvantage
- how practical it is
- the financial and other costs of the adjustment and the extent of any disruption caused
- the extent of the employer's financial or other resources
- the availability to the employer of financial or other assistance to help make the adjustment.

### **Can I justify the discrimination?**

An employer may be able to show that his/her actions were justified. To do this the employer must have a good reason which is relevant.

For example, someone with psoriasis (a skin condition) is rejected for a job modelling cosmetics on a part of the body that in his case is severely disfigured by the condition. This could be justified, as this is a substantial reason, directly related to the individual circumstances.

### **Victimisation**

It is also against the law to treat an employee less favourably because of something they have done in connection with the DDA. This is called victimisation and covers any employee (disabled or non-disabled) who may, for example, have:

- alleged that you have discriminated against a disabled person
- given evidence in proceedings brought to an employment tribunal under the Act.

## Building and Services

### Service Providers' Responsibilities Under the Disability Discrimination Act (DDA)

If you are a provider of goods, facilities or services you have duties under the Disability Discrimination Act (DDA), which makes it unlawful to discriminate against members of the public on the grounds of disability. These duties came into force from 2 December 1996 on a phased basis, so if you're a service provider, you need to know how the Act affects your business.

Key to the Act for service providers are the concepts that it is unlawful to discriminate against disabled people by:

- refusing to provide a service without justification;
- providing a service to a lesser standard without justification;
- providing a service on worse terms without justification;
- failing to make reasonable adjustments to the way services are provided for disabled people.

and,

from the year 2004,

- failing to make reasonable adjustments to the physical features of service premises, to overcome physical barriers to access.

Under the Act discrimination also occurs when anyone knowingly aids someone to discriminate against a disabled person, or victimises anyone who tries to make use of rights under the Act.

A service provider can refuse to serve a disabled customer so long as they are able to justify such action, and their reasons have nothing to do with the customer's disability and they would refuse to serve other customers in the same circumstances.

#### Aspects of service covered by the DDA

All organisations that provide goods, facilities or services to the public, whether paid for or for free, are covered by the DDA, no matter how large or small they are. Those affected include:

- hotels, guest houses and hostels;
- shops, pubs and restaurants;
- estate agents and private landlords;
- accommodation agents, councils and housing associations;
- property developers, management agencies, investment companies and institutions;

- banks and building societies;
- mail order or telephone order businesses;
- central and local government services;
- courts and law firms;
- employment agencies;
- hospitals and doctors' and dentists' clinics;
- churches or other places of worship;
- sport and leisure facilities;
- bus and railway stations;
- amenities and places of interest such as parks and historic buildings;
- theatres and cinemas;
- libraries and museums;
- telecommunications and
- broadcasting services.

Education and some services which are very closely related to it are covered by Section 3 of the Act. More information can be found on the DRC website under Education.

### **Types of services exempt from the DDA**

**Some services are excluded from Part III (Goods, Facilities, Services and Premises) of the DDA. These are:**

#### **Transport.**

The use of any means of transport, although transport buildings such as bus stations and airports are covered. The Government has produced regulations on access standards for trains. Similar regulations are planned for buses, coaches and taxis.

#### **Private clubs.**

Services available only to members are not covered; however, where a club does provide a service to non-members, then the Act applies to those services.

Some service areas also have special rules:

- insurance;
- deposits;
- guarantees.

For details about these, see the list of publications referred to below.

### **What should I do if someone says I've broken the law?**

Difficulties in customer relationships can arise for many different reasons. Sometimes the cause of discrimination can be prejudice, but it is more likely to be ignorance or misunderstanding. Whatever the cause, the situation could arise where a customer has grounds for complaint relating to their rights under the DDA. A quick guide on how to assess whether a customer has a valid cause for

complaint can be found under this site's Assessment Guide in Relation to Service Providers. Steps they may take to pursue a complaint if they think that you have broken the law can be found under Making a Complaint. The course of action that you may wish to take in response reflects the activities described in these steps.

It is in the interests of all parties to resolve any problems as smoothly and as soon as possible. First, try to resolve a complaint through discussion with the person involved. Most service providers already do this as a matter of course. There may be a customer service facility or procedure in place that can be used for this purpose. Sometimes, however, less formal methods are unable to rectify problems, or are inappropriate.

If the complaint cannot be resolved, a service provider may wish to seek the assistance of a trade association or the person or society that normally advises them on legal matters. If the advisers cannot resolve the issue, they can seek assistance from specialist disability groups and services. These provide a pool of knowledge related to such cases and can play an important role, especially when dealing with difficult cases which may only happen now and again and in different parts of the country.

If the dispute is not resolved, you could be taken to court. If the customer wins the case, they could win compensation for financial loss, for injured feelings, or for both. They may seek an injunction or, in Scotland, an interdict, against you to prevent any further discrimination.

### **Further Information**

(the references below are to the DRC website, <http://www.drc-gb.org/> )

- For further information on this subject, refer to the publication 'The Disability Discrimination Act 1995 – What Service Providers need to know' (DL 150) (please visit List of DRC publications).
- For information on how to make adjustments for people with disabilities and examples of good practice, please visit Making Adjustments for Disabilities.
- For further information on the DDA, see DDA Overview & Legislation, and for information on Codes of Practice relating to service providers please visit Codes of Practice.
- For further information on the DRC, please visit Role & Powers of the Commission.
- For further information on the DRC's Conciliation Service, please visit the DRC's Conciliation Service.



# Communication Brief

**This section is designed for use in group communication exercises.**

## Legislation

The Disability Discrimination Act 1995 gives people with disabilities new rights in

- Employment
- Goods and Services

It came into force on 2nd December 1996.

Other provisions cover:

- buying or renting land and property
- public transport
- education.

## New Rights for People with Disabilities

### Discrimination in Employment

It is unlawful for an employer to treat someone with a disability less favourably than someone else because of their disability, unless there is good reason. This applies to

- **Recruitment**
- **Selection**
- **Training**
- **Promotion**
- **Retention**
- **Dismissal**

### Complaints

Complaints of discrimination can be made to an Industrial Tribunal.

ACAS will be available to assist settlement of a complaint without an Industrial Tribunal hearing where possible.

## **Discrimination in Goods, Facilities and Services.**

The Act applies to all providers of goods and services, except private clubs whether paid for or free.

The Act requires changes in the way goods and services are provided to make them accessible to people with disabilities.

It is unlawful to

- Refuse to serve someone who is disabled
- Offer lower standard of service
- Provide less favourable terms
- Require additional payment
- Refuse entry to a guide dog

Examples of required changes

- Removal of physical obstructions
- Provision of induction loop service
- Provision of large print documents

## **Commissions**

The National Disability Council set up by the Act will advise government on the implementation and effectiveness of the Act. The NDC will prepare a Code of Practice on the goods and services provisions of the legislation.

The National Advisory Council on Employment of People with Disabilities will advise on the employment provisions of the legislation.

## **What is Disability?**

How do you define disability?

Is it the physical condition or impairment which a person has?

The law defines it as :

a past or present “physical or mental impairment which has a substantial and long term adverse effect on a person’s ability to carry out normal day to day activities.”

Another school of thought defines disability as a person’s exclusion from mainstream activities of the society in which they live because of society’s failure to acknowledge and cater for people with disabilities.



The disadvantage experienced by somebody with a disability is caused as much by physical and attitudinal barriers as by the condition or impairment which the person has.

Any definition of disability needs to take account of both aspects in order to build a strategy which enables everyone to be treated with respect and according to their individual needs.

## Images of Disability

When you hear the word Disability, what picture comes into your mind?

Someone who:

- is blind
- uses a wheelchair
- is deaf
- has a learning disability
- has epilepsy?

Is the image:

- **adult or child**
- **male or female**
- **young or older**
- **white or ethnic minority**
- **severe or slight disability**

Everyone has a particular image of disability which influences their thoughts and actions on this whole subject.

It is interesting to reflect on where the image came from and how it is maintained.

In fact there are a range of disabilities/impairment and degrees to which they affect people.

## Types of Disability

Disabilities include some impairment to or loss of:

- **Hearing**
- **Sight**
- **Speech**
- **Mobility**
- **Intellectual capacity**
- **Mental health**

Other disabilities may be **hidden**, not immediately apparent by looking at someone, like epilepsy, diabetes or heart conditions.

Yet other disabilities may be highly visible such as **Facial Disfigurement** and involve little or no impairment to activities such as sight or speech.

Remember:

- Disability affects boys and girls, women and men of all races and all ages.
- Only a minority of people are born with their principal disability. Over 70% acquire their disability later in life.
- Only a minority of people with disabilities use wheelchairs.
- People are not 'wheelchair-bound': they use wheelchairs to get around.
- Many blind people have some sight.
- Many deaf people have some hearing.
- Other disabilities may be **hidden**, not immediately apparent by looking at someone; like epilepsy, diabetes, heart conditions.
- Other disabilities may be highly visible such as **facial disfigurement** and involve little or no impairment to activities such as sight or speech.

## Disability Facts and Figures

- Research shows that there are 6.25 million adults with disabilities in the UK. They are supported by 6.8 million carers. This means that one in four people in Britain are disabled or in a close relationship with someone who is.
- Disability affects people of all ages and all racial groups.
- 2.5 million people with disabilities are of working age. Of this group 70% are unemployed and seeking employment.
- It is estimated that less than 5% of people with disabilities use wheelchairs. There are far more common disabilities, for example late onset stress related conditions.
- The onset of most disabilities occurs during people's working lives. Only 17% of disabled people are born with their main impairment.
- There is an untapped pool of skill and potential amongst working age people with disabilities.
- Research shows that there are often few additional costs to the employer in the recruitment, retention of employees with disabilities.

## Barriers for People with Disabilities

Barriers can be physical and attitudinal. A lack of knowledge and understanding about the needs of people with disabilities.

- Access
- Attitudes
- Awareness
- Adjustment

### Who are the experts?

Each person with a disability is likely to be the most expert source of information on their particular condition. Seek their advice on any necessary adjustment in the work place or business premises and the most useful equipment.

**Communicating with people with disabilities**

- Ask what help they require
- Listen
- Check understanding
- Ask to repeat if necessary
- Use notes if necessary
- Appropriate response

## Disability etiquette

### Serving Customers with Disabilities

Apply the same rules as for all customers.

- Greet the customer
- Establish need
- Exceed expectations

### Communicating with people with disabilities

- Don't ignore the customer
- Deal directly with the customer
- Smile
- Establish eye contact
- Don't stare
- Remember shouting won't help
- Speak directly and clearly to the customer
- Establish best means of communication
- Ask what help they require
- Repeat if necessary
- Keep your attention on the customer
- Listen
- Check understanding
- Ask to repeat if necessary
- Use notes if necessary
- Respond appropriately

## Sources of help

**These organisations can provide advice and practical help. (They do not necessarily offer services related to employment.)**

List updated June 2003, with information from the listed organisations. The list also appears on the Angel Productions website, where it is updated more frequently. Go to [http://www.angelproductions.co.uk/disability\\_sources.htm](http://www.angelproductions.co.uk/disability_sources.htm)

<p><b>Anabas Training &amp; Consultancy</b>          95 Hotham Place          Millbridge          Plymouth          PL1 5NE          Phone: 01752 563459          Fax: 01752 563459          E-mail: <a href="mailto:pointon@which.net">pointon@which.net</a></p>	<p>Disability research, training and consultancy</p>
<p><b>Arthritis Care</b>          18 Stephenson Way          London NW1 2HD          Phone: 020 7380 6500          Fax: 020 7380 6505          Web Page: <a href="http://www.arthritiscare.org.uk">http://www.arthritiscare.org.uk</a></p>	
<p><b>Association for Spina Bifida and Hydrocephalus</b>          ASBAH House          42 Park Road          Peterborough PE1 2UQ          Phone: 01733 555988          Fax: 01733 555985          E-mail: <a href="mailto:postmaster@asbah.org">postmaster@asbah.org</a>          Web Page: <a href="http://www.asbah.org/">http://www.asbah.org/</a></p>	<p>Publishes topic sheet for support workers.          Fact sheets for potential employers. Will give disability awareness training if requested.</p>
<p><b>British Council of Organisations of Disabled People (BCODP)</b>          Litchurch Plaza          Litchurch Lane          Derby DE24 8AA          Phone: 01332 235551          E-mail: <a href="mailto:general@bcodp.org.uk">general@bcodp.org.uk</a>          Web Page: <a href="http://www.bcodp.org.uk/">http://www.bcodp.org.uk/</a>          Minicom: 01332 295 581</p>	<p>Co-ordinating and representative body for disabled people and organisations controlled by disabled people. 125 member groups and many hundreds of individual members covering about 400,000 disabled people in all.</p>

<p><b>British Dyslexia Association</b>  98 London Road  Reading  Berkshire RG1 5AU  Phone: 0118 966 8271  Fax: 0118 935 1927  E-mail: <a href="mailto:info@dyslexiahelp-bda.demon.co.uk">info@dyslexiahelp-bda.demon.co.uk</a>  Web Page: <a href="http://www.bda-dyslexia.org.uk">http://www.bda-dyslexia.org.uk</a></p>	<p>Through a network of local offices, they provide support and general information for people affected including family and employers.</p>
<p><b>British Heart Foundation</b>  14 Fitzhardinge St  London W1H 4DH  Phone: 020 7935 0185  Fax: 020 7486 5820  E-mail: <a href="mailto:internet@bhf.org.uk">internet@bhf.org.uk</a>  Web Page: <a href="http://www.bhf.org.uk">http://www.bhf.org.uk</a></p>	<p>Provide a useful list of sympathetic insurers and a very large range of publications and videos.</p>
<p><b>British Polio Fellowship</b>  Ground Floor, Unit A  Eagle Office Centre  The Runway  South Ruislip  HA4 6E  Phone: 020 8842 1898  Fax: 020 8842 0555  E-mail: <a href="mailto:info@britishpolio.org">info@britishpolio.org</a>  Web Page: <a href="http://www.britishpolio.org/">http://www.britishpolio.org/</a></p>	<p>Assist people with finding employment. They employ two qualified social workers for information about housing and technical aids.</p>
<p><b>Changing Faces</b>  1 &amp; 2 Junction Mews  London W2 1PN  Phone: 020 7706 4232  Fax: 020 7706 4234  E-mail: <a href="mailto:info@changingfaces.co.uk">info@changingfaces.co.uk</a>  Web Page: <a href="http://www.changingfaces.co.uk">http://www.changingfaces.co.uk</a></p>	<p>A national organisation that provides practical help and support for people with disfigurements, works with employers, health and social care professionals and raises public awareness. A range of self-help booklets and videos are also available.</p>



<p><b>Churchill &amp; Friend</b>          Weltech Centre          Ridgeway          Welwyn Garden City          Herts          AL7 2AA          Phone: 01707 324466          E-mail: philip@friend.u-net.com</p>	<p>Churchill &amp; Friend (who were associated with the production of OH YES I CAN) provide consultancy, training and research focusing on disability and general diversity issues. Our services cover a wide range of subjects including employment, customer care and access. We also offer a range of products including disability employment and customer care audits, and training videos.</p>
<p><b>Diabetes UK</b>          10 Parkway          London          NW1 7AA          Phone: 020 7424 1000          E-mail: info@diabetes.org.uk          Web Page: <a href="http://www.diabetes.org.uk/">http://www.diabetes.org.uk/</a></p>	<p>Give information and advice over the phone to employers and employees. Information booklets available.</p>
<p><b>Dial UK</b>          St Catherines          Tickhill Road          Doncaster          South Yorkshire DN4 8QN          Phone: 01302 310123          Fax: 01302 310404          E-mail: enquiries@dialuk.org.uk          Web Page: <a href="http://www.dialuk.org.uk/">http://www.dialuk.org.uk/</a>          Text Phone: 01302 310123</p>	<p>DIAL UK is the national organisation for the DIAL network - 140 disability advice centres run by and for disabled people.</p>
<p><b>Disability Law Service</b>          Room 241, 2nd Floor          14-51, Bedford Row          London WC1R 4LR          Phone: 020 7831 8031          Web Page:  <a href="http://www.mkurrein.co.uk/work/disablaw.html">http://www.mkurrein.co.uk/work/disablaw.html</a></p>	<p>Free legal advice for disabled people concerning their rights on the Act; also provide their own team of lawyers.</p>

<p><b>Disability Rights Commission</b>  DRC Helpline  Freepost MID 02164  Stratford-upon-Avon  CV37 9BR  Phone: 08457 622 633  Fax: 08457 778 878  E-mail: <a href="mailto:enquiry@drc-gb.org">enquiry@drc-gb.org</a>  Web Page: <a href="http://www.drc-gb.org/">http://www.drc-gb.org/</a>  Textphone 0845 7778878</p>	<p>The Disability Rights Commission (DRC) Helpline provides information and advice on all aspects of the Disability Discrimination Act 1995 (DDA) and other disability issues. It can refer you to specialist services within the DRC</p>
<p><b>Down's Syndrome Association</b>  155 Mitcham Road  London  SW17 9PG  Phone: 020 8682 4001  Fax: 020 8682 4012  E-mail: <a href="mailto:info@downs-syndrome.org.uk">info@downs-syndrome.org.uk</a>  Web Page: <a href="http://www.dsa-uk.com/">http://www.dsa-uk.com/</a></p>	<p>Information, support and advice to people with Down's syndrome, their parents, carers, families, professionals, others with an interest. A network of branches and parent support groups. Literature list available.</p>
<p><b>Employers' Forum on Disability</b>  Nutmeg House,  60 Gainsford Street,  London SE1 2NY  Phone: 020 7403 3020  Fax: 020 7403 0404  E-mail: <a href="mailto:efd@employers-forum.co.uk">efd@employers-forum.co.uk</a>  Web Page: <a href="http://www.employers-forum.co.uk">http://www.employers-forum.co.uk</a></p>	<p>The Employers' Forum on Disability is the national employers' organisation focused on disability in the UK. A not-for-profit organisation funded by over 370 members, the Forum make it easier for organisations to recruit and retain disabled employees and to serve disabled customers.</p>
<p><b>Epilepsy Action</b>  New Anstey House  Gate Way Drive  Yeadon  Leeds  LS19 7XY  Phone: 0808 800 5050  Fax: 0113 391 0300  E-mail: <a href="mailto:epilepsy@epilepsy.org.uk">epilepsy@epilepsy.org.uk</a>  Web Page: <a href="http://www.epilepsy.org.uk">http://www.epilepsy.org.uk</a></p>	<p>The leading representative organisation for epilepsy in the UK, with over 21,000 members. BEA serves over 2000 people each month through its Advice and Information Centre, with many more people offered support by EA volunteers and branches throughout the UK</p>

<p><b>Haemophilia Society</b>          Chesterfield House          385 Euston Road          London NW1 3AU          Phone: 020 7380 0600          Fax: 020 7387 8220          E-mail: info@haemophilia.org.uk          Web Page: <a href="http://www.haemophilia.org.uk/">http://www.haemophilia.org.uk/</a></p>	
<p><b>Headway - the brain injuries association</b>          4 King Edward Court          King Edward Street          Nottingham NG1 1EW          Phone: 0115 924 0800          E-mail: information@headway.org.uk          Web Page: <a href="http://www.headway.org.uk">http://www.headway.org.uk</a></p>	
<p><b>Huntington's Disease Association</b>          108 Battersea High Street          London SW11 3HP          Phone: 020 7223 7000          Fax: 020 7223 9489          E-mail: info@hda.org.uk          Web Page: <a href="http://www.hda.org.uk/">http://www.hda.org.uk/</a></p>	(Formerly Huntingtons Chorea)
<p><b>Leukaemia Care Society</b>          2 Shrubbery Avenue          Barboune          Worcester          WR1 1QH          Phone: 0800 169 6680          E-mail: leukaemiacare@ukonline.co.uk          Web Page: <a href="http://www.leukaemiacare.org/">http://www.leukaemiacare.org/</a></p>	
<p><b>Limbless Association</b>          Roehampton Rehabilitation Centre          Roehampton Lane          London          SW15 5PR          Phone: 020 8788 1777          E-mail: info@limbless-association.org          Web Page: <a href="http://www.limbless-association.org/">http://www.limbless-association.org/</a></p>	

<p><b>MIND (The Mental Health Charity)</b>          Granta House          15-19 Broadway          Stratford, London E15 4BQ          Phone: 020 8519 2122          Fax: 020 8522 1725          E-mail: <a href="mailto:contact@mind.org.uk">contact@mind.org.uk</a>          Web Page: <a href="http://www.mind.org.uk">http://www.mind.org.uk</a></p>	<p>One in four people may have mental health problems during their life - that's why Mind works for a better life for everyone with experience of mental distress in England and Wales. Information section of site includes over 100 on-line publications including information about employment.</p>
<p><b>Multiple Sclerosis Society</b>          MS National Centre          372 Edgware Road          London          NW2 6ND          Phone: 0808-800 800          Fax: 020 8438 0701          E-mail: <a href="mailto:info@mssociety.org.uk">info@mssociety.org.uk</a>          Web Page: <a href="http://www.mssociety.org.uk">http://www.mssociety.org.uk</a></p>	<p>Publications include:          MS and Insurance          A Guide to Staying in Work (for employees with MS)          Employing People with MS (for employers of people with MS)</p>
<p><b>Muscular Dystrophy Campaign</b>          7/11 Prescott Place          London SW4 6BF          Phone: 020 7720 8055          Fax: 020 7498 0670          E-mail: <a href="mailto:info@muscular-dystrophy.org">info@muscular-dystrophy.org</a>          Web Page: <a href="http://www.muscular-dystrophy.org/">http://www.muscular-dystrophy.org/</a></p>	
<p><b>National League of the Blind &amp; Disabled</b>          Central Office          Swinton House          324 Grays Inn Road          London          WC1X 8DD          Phone: 020 7837 6103</p>	<p>A registered trade union. They take up cases of people who are discriminated against in various settings. Provide free legal advice to their members. They also negotiate on wages, conditions and all matters at work.</p>
<p><b>P H A B (Physically Disabled / Able Bodied)</b>          Summit House          Wandle Road          Croydon CRO 1DF          Phone: 020 8667 9443          Fax: 020 8681 1399          E-mail: <a href="mailto:info@phabengland.org.uk">info@phabengland.org.uk</a>          Web Page: <a href="http://www.phabengland.org.uk">http://www.phabengland.org.uk</a></p>	<p>300 clubs around England. Phab promotes integration on equal terms between disabled and non-disabled children, young people and adults, offers integrated holidays, social activities and disability awareness training to all organisations and companies.</p>

<p><b>Parkinson's Disease Society</b>          215 Vauxhall Bridge Road          London          SW1V 1EJ          Phone: 0808 800 0303          Fax: 020 7233 9908          E-mail: enquiries@parkinsons.org.uk          Web Page: <a href="http://www.parkinsons.org.uk">http://www.parkinsons.org.uk</a></p>	<p>Helps people with Parkinson's, their carers and families by providing vital support, advice and information, and funds for research.</p>
<p><b>Project Able, Sign Language Bureau</b>          Middlesex University          Queensway          Enfield EN3 4SF          Phone: 020 8292 1091          Fax: 020 8362 5360          Minicom: 020 8292 1501</p>	<p>Deaf awareness training and sign language interpreters for employers and other professionals</p>
<p><b>R N I B (Royal National Institute for the Blind)</b>          224 Great Portland Street          London          W1N 6AA          Phone: 020 7388 1266          Fax: 020 7388 2346          E-mail: helpline@rnib.org.uk          Web Page: <a href="http://www.rnib.org.uk">http://www.rnib.org.uk</a></p>	<p>RNIB is the leading charity working on behalf of the one and a half million people with serious sight problems in the UK, providing services, information, support and advice.</p>
<p><b>R N I D (Royal National Institute for Deaf People)</b>          19-23 Featherstone Street          London          EC1Y 8SL          Phone: 0808 808 0123          Fax: 020 7296 8199          E-mail: helpline@rnid.org.uk          Web Page: <a href="http://www.rnid.org.uk">http://www.rnid.org.uk</a>          Textphone: 0808 808 9000</p>	<p>The largest charity representing deaf and hard of hearing people in the UK. Campaigning, lobbying, providing services and social, medical and technical research.</p>

<p><b>Sabre Employment Ltd</b> Ivy House, Bradgate Road London SE6 4JD Phone: 020 8690 4344 Fax: 020 8314 0789 E-mail: <a href="mailto:sabreemployment@compuserve.com">sabreemployment@compuserve.com</a></p>	<p>A not-for-profit company to increase employment opportunities for people with disabilities. Supported employment, courses, seminars and workshops in Training in Systematic Instruction. Deaf/disability awareness training and skills teaching.</p>
<p><b>SCOPE</b> Cerebral Palsy Helpline P O Box 833 Milton Keynes MK12 5NY Phone: 0808 800 3333 E-mail: <a href="mailto:cphelpline@scope.org.uk">cphelpline@scope.org.uk</a> Web Page: <a href="http://www.scope.org.uk">http://www.scope.org.uk</a></p>	<p>Scope is a national disability organisation whose focus is people with cerebral palsy. Our Aim is that disabled people achieve equality. Scope provides both national and local information and support services. Our work is focused around four priority areas - early years, employment, education and daily living.</p>
<p><b>Sense, The National Deafblind &amp; Rubella Association</b> 11-13 Clifton Terrace Finsbury Park London N4 3SR Phone: 020 7272 7774 Fax: 020 7272 6012 E-mail: <a href="mailto:enquiries@sense.org.uk">enquiries@sense.org.uk</a> Web Page: <a href="http://www.sense.org.uk">http://www.sense.org.uk</a> Minicom: 020 7272 9648</p>	<p>Sense is the national voluntary organisation supporting and campaigning for people who are deafblind or have associated disabilities, their families, their carers, and professionals who work with them. People of all ages and with widely varying conditions use Sense's specialist services. Founded as a parents self-help group in 1955, Sense is now the leading national organisation working with deafblind people.</p>
<p><b>Stroke Association</b> Stroke House Whitecross Street London EC1Y 8JJ Phone: 0845 30 33 100 Fax: 020 7490 2686 Web Page: <a href="http://www.stroke.org.uk/index.htm">http://www.stroke.org.uk/index.htm</a></p>	

**Terrence Higgins Trust**

52-54 Gray's Inn Road

London WC1X 8JU

Phone: 020 7831 0330

E-mail: [info@tht.org.uk](mailto:info@tht.org.uk)Web Page: <http://www.tht.org.uk>Helpline: 0845 1221 200 (Mon-Fri 10am-10pm,  
Sat, Sun 12-6pm)

Can give advice by phone, in person and by email on a range of issues related to HIV including employment, housing, insurance and pensions and general legal advice.

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