

1. What equality law means for your association, club or society

Equality Act 2010 Guidance for service providers
Volume 1 of 3

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Introduction

This guide is one of a series written by the Equality and Human Rights Commission to explain what you must do to meet the requirements of equality law. These guides will support the introduction of the Equality Act 2010. This Act brings together lots of different equality laws, many of which we have had for a long time. By doing this, the Act makes equality law simpler and easier to understand.

There are three guides giving advice on your responsibilities under equality law when providing goods, facilities and services, carrying out public functions or running an association. These are aimed at:

1. Associations, clubs and societies
2. Businesses
3. Voluntary and community sector organisations, including charities

Guidance for people and organisations working in areas of the public sector other than in education will be published at a future date. We have produced a separate series of guides which explain what equality law means for you if you are providing education services, whether in a school or in further or higher education.

Other guides and alternative formats

We have also produced:

- A separate series of guides which explain what equality law means for you if you are an employer.
- Different guides for individual people who are using services, or working and who want to know their rights to equality.

If you require this guide in an alternative format and/or language please contact the relevant helpline to discuss your needs.

England

Equality and Human Rights Commission Helpline

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The legal status of this guidance

This guidance applies to England, Scotland and Wales. It has been aligned with the Code of Practice on Services, Public Functions and Associations. Following this guidance should have the same effect as following the Code. In other words, if a person or an organisation who has duties under the Equality Act 2010's provisions on services, public functions and associations does what this guidance says they must do, it may help them to avoid an adverse decision by a court in proceedings brought under the Equality Act 2010.

This guide is based on equality law as it is at 1 October 2010. Any future changes in the law will be reflected in further editions.

This guide was last updated in March 2011. You should check with the Equality and Human Rights Commission if it has been replaced by a more recent version.

1. What equality law means for your association, club or society

Who is this guide for?

This guide is for you if you run an 'association' as this is defined by equality law.

If equality law does apply to you, this affects your activities, including how you behave towards members, associate members and guests (or prospective members, associate members and guests).

What's in this guide?

This guide tells you how you can avoid all the different types of unlawful discrimination

It covers the following situations and subjects (we tell you what any unusual words mean as we go along):

- whether equality law applies to your organisation
- what is meant by 'member', 'associate member' and 'guest'
- making sure you know what equality law means for your association
- what equality law means for membership of an association
 - membership just for people who share a protected characteristic
 - access by associate members and guests who share the same characteristic as members
 - when an association cannot take protected characteristics into account in deciding membership or terms of membership
 - pregnant women's health and safety
 - positive action
 - more favourable treatment for disabled people
- the special rules applying to sports clubs.

Equality law affects everyone responsible for running your association or who might do something on its behalf, including staff if you have them.

What else is in this guide?

This guide also contains the following sections, which are similar in each guide in the series, and contain information you are likely to need to understand what we tell you about running an association:

- Information about when you are responsible for what other people do, such as any workers employed by you.
- Information about making reasonable adjustments to remove barriers for disabled people.
- Advice on what to do if someone says they've been discriminated against.
- A Glossary containing a list of words and key ideas you need to understand this guide – all words highlighted in **bold** are in this list. They are highlighted the first time they are used in each section and sometimes on subsequent occasions.
- Information on where to find more advice and support.

Throughout the text, we give you some ideas on what you can do if you want to follow equality good practice. While good practice may mean doing more than equality law says you must do, many organisations find it useful in helping them to deliver better services. Sometimes equality law itself doesn't tell you exactly how to do what it says you must do, and you can use our good practice tips to help you.

Does equality law apply to my organisation?

What is an 'association'?

In equality law, an 'association' is any group of 25 or more members which has rules to control how someone becomes a member, involving a genuine selection process.

The rules may be written down, like a constitution, or may be unwritten.

For example:

- A club says that anyone who wants to join must be nominated by one or more existing members as part of the joining process.
- A society says that anyone who wants to join must be approved by a majority of other members before they can become a member.

If they have more than 25 members, both these organisations are likely to be associations in equality law.

It does not matter if the association is run for profit or not, or if it is legally incorporated or not.

Associations can include:

- Organisations established to promote the interests of their members, such as an association of disabled people with a particular **impairment** or condition, or a club for parents.
- Private clubs, including sports clubs, clubs for ex-service personnel, working men's clubs and clubs for people with particular interests such as fishing, music, gardening or wine tasting.
- Young people's organisations, such as the Scouts, the Guides, the Woodcraft Folk or Young Farmers' Clubs.
- Organisations like the Rotary Club, the Inner Wheel Club or the Grand Lodges of Freemasons.

This list is for illustration only and many more types of associations are covered by the law.

Political parties are also associations, but you can find information about how equality law applies to them in the Equality and Human Rights Commission guide *Your Rights to Equality from Parliaments, politicians and political parties*.

When is a club or society not an 'association'?

When it has no form of selection to decide who becomes a member

Organisations which require people to take out membership to use their facilities or services or to belong to a group but where there is no form of selection are not associations in equality law – even if they are called 'club', 'society' or 'association'. Usually a fee is paid either at the time of joining/on an ongoing basis or to use the services (or both).

For example:

- A video club where someone becomes a 'member' in order to rent films.
- A gym or health club where people pay a joining fee and/or monthly subscription to get access to the exercise facilities.
- A football team supporters' club where an annual 'membership fee' is paid in return for receiving information about the team.
- A group of supporters attached to a theatre (sometimes called 'Friends of the theatre') who receive information and access to special events and activities in exchange for an annual membership fee.

Equality law still applies to these organisations, but in a different way. If you run an organisation like this, you should read the Equality and Human Rights Commission guide *What equality law means for your business*.

It is possible to be both an association and a service provider.

For example:

A private golf club with rules regulating membership will be an association when it is dealing with its members and their guests, but a service provider if it opens its golf course, café and shop to members of the public on certain days of the week or when spectators attend to watch club competitions. If someone does not have to be a club member to take part in a competition, then the golf club is also providing competitors with a service.

If you are both an association and a service provider, the question you need to ask then is whether in the situation you are thinking about your services are provided to the public or to your members, associate members and guests (or prospective members and guests).

If it is your members, associate members and guests (or prospective members and guests), this is the right guide for you to read.

If it is the public, you should read instead the Equality and Human Rights Commission guide *What equality law means for your business*.

When it has no formal rules or fewer than 25 members

Clubs which have no formal rules governing membership or whose membership is less than 25 are not associations in equality law.

For example:

- A book-reading club run by a group of friends.
- A walking club which anyone who finds out about it can belong to.
- A choir which is open to anyone who works at a particular place but where no approval is required to join.

This sort of informal 'club' is not covered by equality law at all.

When it is a trade union or professional organisation

Trade unions and **professional organisations** and **qualifications bodies** are not associations in equality law; instead, they are covered by their own special provisions under equality law. Guidance to help you if you are running one of these organisations will be published in the future.

What is a member, associate member or guest?

Members

A member is someone who has been admitted to the association by its rules on membership.

Membership covers full membership, associate membership, temporary membership, student membership and day membership.

Prospective members

A prospective member is anyone who is not currently a member of an association but who may be eligible to be a member or who is actively seeking to become one.

Associate members

An associate member is someone who is not a member but who, according to the association's rules, has some or all of the rights as a member because they are a member of another association.

For example, becoming a member of one club automatically entitles someone to associate membership of another club as part of their membership.

A person cannot be a 'prospective associate member' because they are automatically an associate member by virtue of their membership of another association.

Guests

A guest is someone who is not a member but who is invited by the association or by one of its members to enjoy or participate in some benefit of the association.

Prospective guest

A prospective guest is someone who is likely to become a guest, is seeking to become one or would be one if it were not for unlawful discrimination by the association.

For example:

A friend of a member is a guest if they are invited to attend a social event by the association. They are also a guest if it is the member who invites them. The friend is a prospective guest if the only thing that stops them being a guest is that the association has a rule that certain people are not allowed to be guests because of a particular protected characteristic they have.

Making sure you know what equality law says you must do as an association

Use this list to make sure you know what equality law means for your association.

Protected characteristics

Make sure you know what is meant by:

- **age**
- **disability**
- **gender reassignment**
- **pregnancy and maternity (which includes breastfeeding)**
- **race**
- **religion or belief**
- **sex**
- **sexual orientation.**

These are known as protected characteristics.

What is unlawful discrimination?

Unlawful discrimination can take a number of different forms:

- You must not treat a member, associate member or guest (including a prospective member or guest) worse than someone else because of a protected characteristic (this is called **direct discrimination**).

For example:

- A gentlemen's club refuses to accept a man's application for membership or charges him a higher subscription rate because he is Polish. This is direct discrimination because of race.
- A husband and wife are both members of a private members' club. The man is allowed to use the snooker room but women are banned from using this. This is likely to be direct discrimination because of sex.
- A private members' golf club, which has members of both sexes, requires its female members to play only on certain days while allowing male members to play at all times. This is likely to be direct discrimination because of sex.
- A private members' club is holding its annual dinner. The spouses of members are also invited to the dinner as guests of the club. The spouse of one member is black and is not invited to the dinner because the organisers believe that other members and their guests will object. This is direct discrimination because of race.
- A person with a severe facial disfigurement applies to join an amateur dramatic society which has 28 members and a constitution where members have to be approved by the committee managing the society. The society rejects the person's application because of their disfigurement. This is likely to be direct discrimination because of disability.

- You must not do something to a member, associate member or guest (including a prospective member or guest) which has (or would have) a worse impact on them and on other people who share a particular protected characteristic than on people who do not share that characteristic. Unless you can show that what you have done is **objectively justified**, this will be what is called **indirect discrimination**. 'Doing something' can include making a decision, or applying a rule or way of doing things.

For example:

A social club offers all its members a free alcoholic drink every St George's Day. It does not offer a free non-alcoholic alternative for its non-drinking members, most of whom are Muslim. This is likely to be indirect discrimination against the members because of their religion or belief unless it can be objectively justified.

- You must not treat a member, associate member or guest (including a prospective member or guest) who is a disabled person **unfavourably** because of something connected to their disability where you cannot show that what you are doing is **objectively justified** (this is called **discrimination arising from disability**). This only applies if you know or could **reasonably** have been expected to know that the person is a disabled person.

For example:

A sports club has a 'no dogs' rule. If the club bars a guest who is a disabled person who uses an assistance dog, not because of their disability but because they have a dog with them, this would be discrimination arising from disability unless the club can **objectively justify** what it has done.

- You must not treat a member, associate member or guest (including a prospective member or guest) worse than someone else because they are **associated with** a person who has a protected characteristic.

For example:

A member of a private members' club brings a gay friend as a guest to a social event and is refused service at the bar because of his friend's sexual orientation. This is discrimination on the basis of the member's association with his gay friend (who could also make a claim for direct discrimination because of sexual orientation).

- You must not treat a member, associate member or guest (including a prospective member or guest) worse than someone else because you incorrectly think they have a protected characteristic (**perception**).

For example:

- A member of staff in a private member's club thinks a woman who is an associate member is a **transsexual person** and refuses to serve her.
- A committee member of a club thinks a guest looks too young to be drinking alcohol and tells them to leave.

- You must not treat a member, associate member or guest (including a prospective member or guest) badly because they have complained about discrimination or helped someone else complain or done anything to uphold their own or someone else's equality law rights. This is referred to as victimisation.

For example:

A member of a sports club supports another in their claim for discrimination. When the time comes for them to renew their annual membership, they are told their membership will not be renewed.

- You must not **harass** a member, associate member or guest (including a prospective member or guest).

For example:

A member of an association's management committee is verbally abusive to a disabled guest. The abuse is related to the guest's disability.

Note: Even where the behaviour does not come within the equality law definition of harassment (for example, because it is related to religion or belief or sexual orientation), it is still likely to be unlawful **direct discrimination** because you are giving the service to the person on worse terms than you would give someone who did not have the same protected characteristic.

In addition, you must make **reasonable adjustments** for disabled people in your selection processes and in how members, associate members and guests (and prospective members and guests) access your services.

The aim of reasonable adjustments is to make sure that disabled people are able to join an association and use its services as far as is reasonably possible to the same standard usually offered to non-disabled people.

You do not just have to think about **reasonable adjustments** for disabled people who are already members, associate members or guests, but also to disabled people who are:

- seeking or might wish to become members, or
- are likely to become guests.

This means you must think in advance about what disabled people with a range of impairments might reasonably need, such as people who have a visual impairment, a hearing impairment, a mobility impairment or a learning disability.

If it is the **physical features** of a building the association occupies or is using that put disabled people at a substantial disadvantage, the association must either:

- make reasonable adjustments to avoid the disadvantage, or
- find a reasonable alternative way of providing members, associate members and guests (and prospective members and guests) with the same access to membership and to its services.

Sometimes a reasonable adjustment may involve providing disabled people with an alternative way of using the service, which involves some level of inconvenience or segregation. However, the best kind of reasonable adjustment is one which enables disabled people to access the service in much the same way as non-disabled people. Indeed, if there is an adjustment which can reasonably be made which avoids segregation or inconvenience, then an adjustment which entails segregation or inconvenience may not be considered a reasonable adjustment at all.

Where meetings take place in a member's or associate member's home, then reasonable adjustments do not have to be made to physical features to make the home accessible for a member who is a disabled person and for whom the **physical features** of the meeting place present a barrier to their attending the meeting.

But it may be required as a reasonable adjustment to hold the meeting at an **accessible venue**.

For example:

A cycling club has 30 members and no premises of its own. Instead members meet in the leader's house once a year for their AGM. This has no suitable access for a disabled member of the club, an amputee who uses a wheelchair. (The member uses a specially adapted tandem when cycling.) As a reasonable adjustment, the club decides to hold its meetings in a local sports hall which has suitable access.

Even if this is not a reasonable adjustment taking into account all the circumstances of your association, such as your size and resources, you may want to consider whether as a matter of good practice you should change where you meet to an accessible venue.

Reasonable adjustments are not just about physical accessibility, although this is important for some disabled people, but can be about the conditions that are put on membership or the way in which services are offered.

For example:

A gardening club has one member who is blind and two who cannot read standard size print very easily. The club must think about providing information in large print and/or on audio tape for the members as these may be reasonable adjustments for the club to make.

However, an association is not required to make reasonable adjustments that would fundamentally alter its purpose.

For example:

A wine-tasting club would not have to include fruit juice tastings in its activities because someone wants to join who has hepatitis B and cannot tolerate alcohol.

You can read more about making reasonable adjustments to remove barriers for disabled people in Chapter 4. This includes advice on how to decide if an adjustment is a reasonable adjustment.

Standards of behaviour

You can still tell your members, associate members and guests what standards of behaviour you want from them. For example, behaving with respect towards your staff and to other members, associate members and guests.

Sometimes, how someone behaves may be linked to a protected characteristic.

If you set standards of behaviour for your customers or clients which have a worse impact on people with a particular protected characteristic than on people who do not have that characteristic, you need to make sure that you can **objectively justify** what you have done. Otherwise, it will be indirect discrimination.

If you do set standards of behaviour, you must make **reasonable adjustments** to them for disabled people and avoid **discrimination arising from disability**. You can read more about reasonable adjustments in Chapter 4.

For example:

One young person who is a member of a club for teenagers has autistic spectrum disorder and sometimes misunderstands instructions which are not given in very direct language. This means they sometimes need to be told what to do a second time and in a different way. Club staff accept that the young person is not being uncooperative when they do not always do what they are asked to do the first time. In behaving like this, the club has made a reasonable adjustment to the standards of behaviour it applies. (Incidentally, the club could also think about whether it is a reasonable adjustment for staff to learn how to give more direct instructions.)

If the club did decide that the young person's behaviour was causing more significant difficulties for other young people or for staff and that they have made all the adjustments it is reasonable for them to make, they would have to **objectively justify** stopping the young person attending (in other words, withdraw the service from the young person). Otherwise, this is likely to be discrimination arising from disability and/or indirect discrimination because of the young person's disability.

What equality law means for membership of an association

Membership just for people who share a protected characteristic

An association (except for a political party) may, if it chooses to, restrict its membership to people who share a protected characteristic.

For example:

- A club for deaf people can restrict membership to people who are deaf and would not need to admit people with other disabilities, such as a blind person.
- An association of blind people of a particular ethnic origin, such as Chinese, could restrict its membership to people who belong to both these groups.
- A gardening club for men does not have to admit women as members.

- An association for Christian women does not have to admit women of beliefs other than Christianity, nor does it have to admit men whether Christian or of any other belief.

But membership must not be solely on the basis of someone's colour, for example, an association cannot say it will only accept white people or black people as members, and cannot offer different terms of membership on the basis of colour.

Access by associate members and guests who share the same characteristic

An association (except for a political party) may, if it chooses to, restrict access by associate members and guests to people who share the same protected characteristics as the members of the association.

For example:

- A women-only club could, if it chose, refuse to accept guests or associates of the opposite sex. So could a men-only club.
- A club for **transsexual people** could, if it chose, to refuse to admit someone's guest if that person was not a transsexual person.
- A club for gay men does not have to accept straight men or straight women or lesbians as associate members or guests.

Pregnant women's health and safety

An association (except for a political party) may restrict the terms of membership on grounds of health and safety for a member, guest or associate who is pregnant. It may be lawful to restrict a woman's access to a benefit or service in the short term, if it is reasonable to believe that giving access would create a risk to her health or safety and the association would take similar measures in respect of persons whose health and safety might be at risk because of other physical conditions.

For example:

A woman who is a member of a hang-gliding club is heavily pregnant. The club can restrict her access to the full activities of the club until after she has given birth as it is reasonable to believe that some activities would create a risk to her health or safety, and the club would do the same thing in relation to members with different physical conditions. If the woman is not yet a member but wants to join, the club must not

refuse her membership altogether just because of health and safety concerns, but it could restrict her activities whilst she was pregnant.

When an association cannot take protected characteristics into account in deciding membership or terms of membership

Other than if it has been set up specifically for people who share a protected characteristic, an association cannot refuse membership to a prospective member or grant it on **less favourable** terms because of a protected characteristic.

For example:

A men's amateur rugby club can refuse women who apply to join but it cannot reject men because of their race or their sexual orientation.

In addition, an association cannot offer membership terms, benefits and services that are **directly discriminatory** or **indirectly discriminatory**.

For example:

A tennis club cannot charge a woman a higher joining fee than a man even if it has a reason for this, such as saying that women are likely to use the facilities more often. This is likely to be direct discrimination because of sex. A better approach would be to charge members different rates according to when or how much they use the facilities.

If the club does decide to set up a cheaper class of membership for people who use the club less often, then both forms of membership must be open to everyone on the same terms. It would not be acceptable to have one type of membership for women and a different, lesser type of membership for men, or the other way round.

Positive action

However, it may be possible for an association to target people with a particular protected characteristic through **positive action** if it can show that they have a different need or a track record of disadvantage or low participation in its activities. This could include, for example, offering reduced rate membership if this would be a **proportionate** step to take. An association which is thinking about taking positive action needs to go through a number of steps to decide whether it is needed and what sort of action to take. You can read more about this in the Glossary.

Treating disabled people better than non-disabled people

In addition, equality law allows you to treat disabled people better or more favourably than non-disabled people without this being unlawful discrimination against non-disabled people. The aim of the law in allowing this is to remove barriers that disabled people would otherwise face to accessing services.

For example:

A club gives disabled people a discount on their membership.

Special rules for sports clubs

Sports clubs which are associations in equality law can organise separate sporting activities for men and women if they choose to where:

- physical strength, stamina or physique are major factors in determining success or failure, and
- one sex is generally at a disadvantage in comparison with the other.

Separate competition for girls and boys may or may not be permitted, depending on the age and stage of development of the children who will be competing. For example:

A local running club has separate senior male and female 100 metre races. This would be lawful. The same club has mixed junior races up to the age of 12 as there is no real difference in strength and stamina between the boys and girls.

You must not restrict the participation of a transsexual person in such competitions unless this is strictly necessary to uphold fair or safe competition. In other words, treat a transsexual person as belonging to the sex in which they present (as opposed to the physical sex they were born with) unless there is evidence that they have an unfair advantage, or there is a risk to the safety of competitors which might occur in some close-contact sports.

Sports teams can continue to select on the basis of nationality, place of birth or residence if the competitor or team is representing a country, place, area or related association or because of the rules of the competition.

2. Delivering services: staff, places, advertisements and marketing, written materials, websites, telephone services and call centres

Whether you run or work in a business, the public sector, a voluntary or community sector organisation or a club or association, the way you deliver your **services** matters.

You need to make sure that you do what equality law says you must do in relation to:

- the behaviour of staff who are dealing with customers, clients, service users, club members, associate members or **guests** or who are taking decisions about how you provide **goods, facilities** or **services** to the public or a section of the public
- the building or other place where you deliver your services if this is open to the public or a section of the public
- advertisements and marketing
- written materials, for example, information leaflets you provide as part of your service
- websites and internet services
- telephone access and call centres.

Staff behaviour

How you and any staff who work for your organisation behave towards customers, clients, service users, members, associates or guests in relation to their **protected characteristics** will be at the heart of whether your organisation delivers **services** without unlawful discrimination, **harassment** or **victimisation** and whether it makes **reasonable adjustments** for disabled people.

Equality good practice tip for how you and your staff should behave

Ideally, you want anyone who comes into contact with members of the public to treat everyone they come across with dignity and respect. This will help you provide good customer service (not just without unlawfully discriminating but more generally) and can make customers less likely to complain.

Tell your staff how to behave so that they do not discriminate against people because of a protected characteristic – and make sure you know what this means too. By doing this, you will reduce the risk that you will be held responsible for their behaviour.

Even if the person who has been discriminated against does not bring a legal case against your organisation, your reputation may suffer.

This does not just apply to situations where you and your staff are dealing directly with members of the public, but also to how your services are planned. This is the point at which a decision might be made, a rule might be applied or a way of doing things might be worked out which will affect how someone accesses your services. If this has a worse impact on people with a particular protected characteristic than on people who did not have that characteristic, then it will be **indirect discrimination** unless you are able to **objectively justify** the decision, rule or way of doing things.

So it is important that you and everyone who works for you knows how equality law applies to what you and they are doing.

For how to make sure your workers and agents know how equality law applies to them, see Chapter 3.

The building or other place where you deliver your services

If you deliver your services at a particular place or places, such as a building or an open air venue, you must make sure that your customers, clients, service users, members, associate members or guests with a protected characteristic are not unlawfully

discriminated against, harassed or victimised in accessing your premises and you must make reasonable adjustments for disabled people.

You cannot wait until a disabled person wants to use your services, but must think in advance about what people with a range of impairments might reasonably need.

You should consider every aspect of your building or other premises, including:

- how people enter
- how they find their way around
- what signs you provide
- how people communicate with staff
- information you provide
- queuing systems, if you have them
- counters and checkouts. if you have them
- accessible toilet facilities.

The way your staff behave and assist your disabled customers can make a big difference to how accessible disabled people find your building and service.

You can read more about making reasonable adjustments to remove barriers for disabled people in Chapter 4.

Equality good practice: what you can do if you want to do more than equality law requires

You may find it helpful to make one person – which may be you – responsible for checking all these issues for your organisation.

You could make this part of your **equality policy**.

You could ask a range of disabled people – for example, by contacting local disabled people's organisations – what adjustments would make it easier for them to use your services. Then you could decide if the adjustments are reasonable adjustments for you to make.

Advertisements and marketing

An advertisement includes every form of advertisement or notice or marketing material, whether aimed at members of the public or a specialised audience, including:

- in a newspaper or other publication
- by television or radio
- by display of notices
- signs
- labels
- show-cards or goods
- by distribution of samples
- circulars
- catalogues
- price lists or other material
- by exhibition of pictures
- three-dimensional models or filmed material.

Most written and other material published by you is likely to count as an advertisement if its aim is to tell customers or service users about a service.

You can target advertising material at a particular group of people, including a group who share a particular **protected characteristic**.

For example:

- A mortgage company advertises a product as particularly suitable for women by advertising that borrowers can take payment holidays if they take maternity leave.
- A bar advertises in a newspaper mostly bought by lesbian or gay women and gay men.
- A barber has flyers printed only advertising haircuts and listing prices for men.
- A community organisation makes it clear on its website that the lunch club it runs is aimed at people from a particular ethnic background.
- A sporting club advertises that particular sessions are targeted at introducing disabled people to its sport.

But, unless your services are covered by one of the exceptions to equality law, your advertisement must not tell people that, because of a particular protected characteristic,

they cannot use the service, or would not be welcome to use the service, or would receive worse terms in using the service.

For example:

- If someone advertising a service (for example, by putting a notice in a shop window) makes it clear in the advert that people from a particular ethnic group are not welcome as customers, this would amount to **direct discrimination** because of race against people who might have considered using the service but are deterred from doing so because of the advertisement.
- A flyer for a nightclub offering women free admission while men are charged for entry would probably be **unlawful**.
- An advertisement that said 'unsuitable for disabled people' would probably be unlawful.

However, you do not have to make **reasonable adjustments** in advertising your services.

For example:

If you advertise in a newspaper, you do not have to put out an equivalent advertisement on the radio just because disabled people with a visual impairment may not have been able to access the written advertisement.

Equality good practice: what you can do if you want to do more than equality law requires

Even though you do not have to make reasonable adjustments when you are advertising your services, you may want to think about advertising in ways that will be accessible to disabled people with a range of impairments, such as Easy Read information for people with a learning disability. Doing this will help more people to access your services.

Written information

When you provide written information as part of your service, you must not discriminate against, harass or victimise people because of a protected characteristic in:

- what the information itself says
- the way it is provided.

When you provide written information as part of your service, think about providing it **in alternative formats**, such as in Braille, on CD, or electronically, for disabled people who need the information in this form. Although it depends on your circumstances, this is likely to be a **reasonable adjustment** which you must make. You cannot wait until a disabled person wants to use your services, but must think in advance about what people with a range of impairments might reasonably need.

For example:

- A café whose menu does not often change provides menus in Braille and large print so that customers with different visual impairments can independently use the menu.
- A restaurant changes its menus daily. Because of this, it considers that it is not practicable to provide menus in alternative formats, such as Braille. However, its staff spend a little time reading aloud the menu for blind customers, and the restaurant ensures that there is a large-print copy available.
- A community organisation providing health advice produces its leaflets in a range of alternative formats.

You can read more about making reasonable adjustments to remove barriers for disabled people in Chapter 4.

Websites and internet services

If you provide services through a website – such as online shopping, direct marketing or advertising – you are known as an **Information Society Service Provider (ISSP)**.

This applies whether you have a one-page website which you maintain yourself or a very sophisticated website maintained by a professional web design company, and covers anything in between.

If someone believes that they have been discriminated against by an ISSP, and the ISSP is established in the UK, they can bring a claim in the UK courts against the UK-based ISSP even if the person is not in the UK, so long as they are in a European Economic Area (EEA) member state.

As an ISSP, you must make sure:

- That you do not allow discriminatory advertisements and information to appear on your website (whatever the advertisement is for).

For example:

- A local newspaper accepts an advertisement which says that jobs at a particular company are only open to people of a particular ethnic or national origin. The newspaper puts it on its website. The advertisement **directly discriminates** because of race, and the newspaper as well as the advertiser may be liable for discrimination: the advertiser as an **employer** and the newspaper as an ISSP.

- That you do not accept requests for the placing of information that unlawfully discriminates against people because of a **protected characteristic** in using a service.

For example:

- An online holiday company established in the UK refuses to take bookings for shared accommodation from same-sex couples. A lesbian or gay couple could bring a claim for direct discrimination because of sexual orientation in the British courts regardless of whether the couple were in the UK or another EEA member state.

- That you make reasonable adjustments to make sure that your website is accessible to disabled people.

Reasonable adjustments

Where this is a reasonable adjustment (and, as with other written information, it is likely to be), your website must be accessible to all users – this will include, for example:

- people with visual impairments, who use text-to-speech software
- people with manual dexterity impairments, who cannot use a mouse
- people with dyslexia and learning difficulties.

You cannot wait until a disabled person wants to use your services, but must think in advance about what people with a range of impairments might reasonably need.

The Royal National Institute of Blind People provides comprehensive information about web accessibility for disabled people with a range of impairments at:
http://www.rnib.org.uk/professionals/webaccessibility/Pages/web_accessibility.aspx

You can read more about making reasonable adjustments to remove barriers for disabled people in Chapter 4, including how you can work out what is reasonable in your circumstances.

Equality good practice: what you can do if you want to do more than equality law requires

If, in your particular circumstances, it is not a reasonable adjustment for you to make all the adjustments necessary to make your website fully accessible to as many people as possible, you could make as many changes as possible to ensure good customer service. This will make it easier for everyone to use your website and mean more people can buy your products or learn about your services.

Exceptions

Where your role is a limited one – for example, you are only temporarily storing information, and not initiating the transmission, selecting the recipient or selecting or modifying the information in the transmission – you are excused the responsibilities of an **ISSP**. This excludes, for example, websites that temporarily transmit or store messages between users.

If an ISSP is not based in the UK, then the laws of the country where it is based will apply to it, rather than UK equality law.

For example:

An online retailer, which provides tickets to major sporting events, offers discounts to large groups of men but not women when booking hospitality packages for a football tournament. The online retailer is established in Germany so in this instance a case of direct discrimination because of sex would have to be brought in the German courts regardless of whether the person complaining was in the UK or another EEA member state.

Telephone access and call centres

You may provide services over the telephone as a main activity – for example, providing a telephone order line for the purchase of goods – or you may have a telephone service as part of your service, for example, telephone banking, or enquiry lines via a call centre.

When you provide telephone information as part of your service, you must not discriminate against, harass or victimise people because of a protected characteristic in:

- what is said when a call is answered
- the way the service is provided.

When you provide services over the telephone, you must make reasonable adjustments for disabled people who would otherwise face a barrier to accessing the service. If it is a reasonable adjustment to provide the service in a different way, then you must do it. You cannot wait until a disabled person wants to use your services, but must think in advance about what people with a range of impairments might reasonably need.

For example:

- A call centre makes sure that it has a textphone to accept calls from people with a hearing impairment, as well as allowing calls to be made through a third-party interpreter.
- A community organisation offers 'live chat' with its helpline via the internet.
- A small business which offers goods for sale by phone includes an email address and mobile phone number for SMS text messaging in its marketing information and makes it clear that orders will be accepted by these methods as well as by phone.

However, if an individual disabled person asks for an adjustment that you haven't yet considered to enable them to use your service, you will need to make the adjustment if it is reasonable for you to do so.

3. When you are responsible for what other people do

It is not just how you personally behave that matters when you are running an organisation providing **goods, facilities** or **services** to the public or carrying out public functions.

If another person who is:

- employed by you, or
- carrying out your instructions (who the law calls your agent)

does something that is unlawful discrimination, **harassment** or **victimisation**, you can be held legally responsible for what they have done.

This part of the guide explains:

- When you can be held legally responsible for someone else's unlawful discrimination, harassment or victimisation.
- How you can reduce the risk that you will be held legally responsible.
- How you can make sure workers employed by you and your agents know how equality law applies to what they are doing.
- When workers employed by you or your agents may be personally liable.
- What happens if a person instructs someone else to do something that is against equality law.
- What happens if a person helps someone else to do something that is against equality law.
- What happens if you try to stop equality law applying to a situation.

When you can be held legally responsible for someone else's unlawful discrimination, harassment or victimisation

If you use other people to provide services or carry out public functions for you, you are legally responsible for acts of discrimination, harassment and victimisation carried out by **workers** employed by you in the course of their employment.

You are also legally responsible as the 'principal' for the acts of your **agents** done with your authority. Your agent is someone you have instructed to do something on your behalf, but who is not a worker employed by you, even if you do not have a formal contract with them.

As long as:

- your worker was acting in the course of their employment – in other words, while they were doing their job, or
- your agent was acting within the general scope of your authority – in other words, while they were carrying out your instructions

it does not matter whether or not you:

- knew about, or
- approved of

what your worker or agent did.

For example:

- A shop assistant bars someone they know to be gay from the shop where they work because they are prejudiced against gay people. The person who has been barred can bring a case in court for unlawful discrimination because of sexual orientation against both the shop assistant and the person or company that owns the shop.
- A community organisation hires a consultant to devise a new plan for how the organisation delivers its services. The consultant acts on behalf of the organisation and in its name, both when dealing with internal staff and when dealing with external organisations. The effect of the consultant's plan is to stop some people with a particular protected characteristic accessing its services. A service user with that characteristic complains of unlawful **indirect discrimination**, saying that the new approach has a worse impact on them and other people who share the protected characteristic. The organisation is unable to **objectively justify** the approach. The consultant who made the decision which has resulted in indirect discrimination would be liable, as would the principal (in this case the organisation), which would be liable for what their agent (the consultant) has done.

However, you will not be held legally responsible if you can show that:

- you took **all reasonable steps** to prevent a worker employed by you acting unlawfully.
- an agent acted outside the scope of your authority (in other words, that they did something so different from what you asked them to do that they could no longer be thought of as acting on your behalf).

How you can reduce the risk that you will be held legally responsible

You can reduce the risk that you will be held legally responsible for the behaviour of the people who work for you if you tell them how to behave so that they avoid unlawful discrimination, harassment or victimisation.

This does not just apply to situations where you and your staff are dealing face-to-face with other people when you are delivering your services, but also to how you plan what happens.

When you or your workers or agents are planning what happens to people you are delivering your services to, you need to make sure that your decisions, rules or ways of doing things are not:

- **direct discrimination**, or
- **indirect discrimination** that you cannot **objectively justify**, or
- **discrimination arising from disability** that you cannot **objectively justify**, or
- **harassment**

and that you have made reasonable adjustments for disabled people, which you can read more in Chapter 4.

It is therefore important to make sure that your workers and agents know how equality law applies to what they are doing.

How you can make sure your workers and agents know how equality law applies to what they are doing

Tell your workers and agents what equality law says about how they must and must not behave while they are working for you.

Below are some examples of reasonable steps you can take to prevent unlawful discrimination or harassment happening in your workplace:

- Telling your workers and agents when they start working for you – and checking from time to time that they remember what you told them, for example, by seeing if/how it has made a difference to how they behave. This could be a very simple checklist you talk them through, or you could give them this guide, or you could arrange for them to have **equality training**.
- Writing down the standards of behaviour you expect in an **equality policy**.
- Including a requirement about behaving in line with equality law in every worker's **terms of employment** or other contract, and making it clear that breaches of equality law will be treated as disciplinary matters or breaches of contract.

You can read more about equality training and equality policies in the Equality and Human Rights Commission guide *Good equality practice for employers: equality policies, equality training and monitoring*.

Using written terms of employment for employees

Employment law says you must, as an employer, give every **employee** a written statement of the main terms of their employment. You could include a sentence in these written terms that tells the person working for you that they must meet the requirements of equality law, making it clear that a failure to do so will be a disciplinary offence.

Obviously, if you do this, it is important that you also tell the employee what it means. You could use an equality policy to do this, or you could just discuss it with them, or you could give them this guide to read. But it is important that they are clear on what equality law says they must and must not do, or you may be held legally responsible for what they do.

Remember, if the employee is a disabled person, it may be a reasonable adjustment to give them the information in a way that they can understand.

If you receive a complaint claiming unlawful discrimination in relation to your services, you can use the written terms to show that you have taken a reasonable step to prevent unlawful discrimination and harassment occurring. However, you will have to do more than this to actively prevent discrimination.

If someone does complain, you should investigate what has taken place and, if appropriate, you may need to discipline the person who has unlawfully discriminated against or harassed someone else, give them an informal or formal warning, provide training or even dismiss them; the action you take will obviously vary according to the nature of the breach and how serious it was.

If you do find that a worker employed by you has unlawfully discriminated against a service user, then look again at what you are telling your staff to make sure they know what equality law means for how they behave towards the people they are working with.

You can read more about what to do if someone says they've been discriminated against at in Chapter 5.

Good practice tip for how you and your staff should behave

Ideally, you want anyone who works for you to treat everyone they come across with dignity and respect, including customers, clients or service users, members, associate members or guests. This will help you provide a good service (not just without discriminating but more generally).

If your staff do unlawfully discriminate against people using your services, your reputation may suffer, even if the person on the receiving end does not bring a legal case against you.

When your workers or agents may be personally liable

A worker employed by you or your agent may be personally responsible for their own acts of discrimination, harassment or victimisation carried out during their employment or while acting with your authority. This applies where either:

- you are also liable as their employer or principal, or
- you would be responsible but you show that:
 - you took **all reasonable steps** to prevent your worker discriminating against, harassing or victimising someone, or
 - your agent acted outside the scope of your authority.

For example:

- Unknown to their employer, the receptionist in an estate agent refuses to give details of houses for rent to a client with a mental health condition. The estate agent has issued clear instructions to its staff about their obligations under equality law, has provided equality training, and regularly checks that staff are complying with the law. It is likely that the receptionist has acted unlawfully but that their employer will have a defence.

But there is an exception to this. A worker or agent will not be responsible if their employer or principal has told them that there is nothing wrong with what they are doing and the worker or agent reasonably believes this to be true.

It is a criminal offence, punishable by a fine, for an employer or principal to make a false statement which a worker employed by them or their agent relies upon to carry out an unlawful act.

What happens if a person instructs someone else to do something that is against equality law

An employer or principal must not instruct, cause or induce a worker employed by them or their agent to discriminate against, harass or victimise another person, or to attempt to do so.

'Causing' or 'inducing' someone to do something can include situations where someone is made to do something or persuaded to do it, even if they were not directly instructed to do it.

Both:

- the person who receives the instruction or is caused or induced to discriminate against, harass or victimise, and
- the person who is on the receiving end of the discrimination, harassment or victimisation

have a claim against the person giving the instructions if they suffer loss or harm as a result of the instructing or causing or inducing of the discrimination, harassment or victimisation.

This applies whether or not the instruction is actually carried out.

What happens if a person helps someone else to do something that is against equality law

A person must not help someone else carry out an act which the person helping knows is unlawful under equality law.

However, if the person helping has been told by the person they help that the act is lawful, and they reasonably believe this to be true, the person helping will not be legally responsible.

It is a criminal offence, punishable by a fine, to make a false statement which another person relies on to help to carry out an unlawful act.

What happens if you try to stop equality law applying to a situation

You cannot stop equality law applying to a situation if it does in fact apply. For example, there is no point in making a statement in a contract with a client, customer or service user that equality law does not apply. The statement will not have any legal effect. That is, it will not be possible to enforce or rely on a term in a contract that tries to do this. This is the case even if the other person has stated they have understood the term and/or they have agreed to it.

For example:

A business gives a client a written contract to sign which includes a term saying that they cannot bring a claim under the Equality Act 2010. The business withdraws the service in circumstances which amount to unlawful discrimination. The term in the contract does not stop the client bringing a claim in court.

4. The duty to make reasonable adjustments to remove barriers for disabled people

Equality law recognises that bringing about equality for disabled people may mean changing the way in which services are delivered, providing extra equipment and/or the removal of **physical barriers**.

This is the **duty to make reasonable adjustments**.

The duty to make reasonable adjustments aims to make sure that a disabled person can use a service as close as it is reasonably possible to get to the standard usually offered to non-disabled people.

When the duty arises, you are under a positive and proactive duty to take steps to remove or prevent these obstacles.

If you are providing **goods, facilities or services** to the public or a section of the public, or carrying out **public functions**, or running an **association** and you find there are barriers to disabled people in the way you do things, then you must consider making adjustments (in other words, changes). If those adjustments are reasonable for you and your organisation to make, then you must make them.

The duty is 'anticipatory'. This means you cannot wait until a disabled person wants to use your services, but must think in advance (and on an ongoing basis) about what disabled people with a range of **impairments** might reasonably need, such as people who have a visual impairment, a hearing impairment, a mobility impairment or a learning disability.

Many of the adjustments you can make will not be particularly expensive, and you are not required to do more than it is reasonable for you to do. What is reasonable for you to do depends, among other factors, on the size and nature of your organisation and the nature of the goods, facilities or services you provide.

If, however, a disabled person can show that there were barriers you should have identified and **reasonable adjustments** you could have made, they can bring a claim against you in court, and you may be ordered to pay them compensation as well as make the reasonable adjustments.

As well as being something you are required by equality law to do, making reasonable adjustments will help a wider range of people use your services.

Once you have made a reasonable adjustment, don't forget to tell people about it. For example, put up a sign at your premises, include it in information you publish (make sure you provide **alternative formats** if appropriate) and put it on your website. This is not just because it will bring more customers; it is an essential part of meeting the duty. If the adjustment is not reasonably apparent to disabled people, they may still think they cannot use your services and in some circumstances this could mean you have not met the duty.

For example:

An airport provides transfer by electric buggy between check-in and gates for passengers with mobility impairments. Prominent signs at the entrance to the arrival and departure halls and at check-in desks assist disabled passengers in accessing that service. If the notices are not put up, and no one informs disabled passengers who require them that they exist, the adjustment would not be effective. The duty would not be met by the mere fact that they were present in the airport if disabled people who needed them were not made aware that they were available.

The rest of this section looks at the detail of the duty and gives examples of the sorts of adjustments you could make. It looks at:

- The three requirements of the duty
- Are disabled people are at a substantial disadvantage?
- Working out what needs to change
- What is meant by 'reasonable'
- The continuing duty on organisations
- Who pays for reasonable adjustments?
- When the duty is different
 - Associations
 - Rented premises or premises available to rent
 - Transport

The three requirements of the duty

The duty contains three requirements that apply in situations where a disabled person would otherwise be placed at a substantial disadvantage compared with people who are not disabled.

- The first requirement involves changing the way things are done (equality law talks about where the disabled service user is put at a substantial disadvantage by a **provision, criterion or practice** of the service provider).
- Does your organisation have rules or ways of doing things, whether written or unwritten, that present barriers to disabled people?

A practice may have the effect of excluding disabled people from enjoying access to your services. Or it may create a barrier or hurdle that might put disabled people at a substantial disadvantage to access your services.

It might be reasonable for you to stop the practice completely, or to change it so that it no longer has that effect.

For example:

- A private club has a policy of refusing entry during the evening to male members who do not wear a shirt and tie. A disabled member who wishes to attend in the evening is unable to wear a tie because he has psoriasis (a severe skin complaint) of the face and neck. Unless the club is prepared to change its policy at least for this member, its effect is to exclude the disabled member from the club. This is likely to be an unlawful failure to make a reasonable adjustment.
- A shop receives feedback from a customer with facial scars from severe burns that the ways in which its staff interact with her have made her feel uncomfortable and failed to provide a helpful service. The retailer decides to introduce disability awareness training, with a particular emphasis on issues around disfigurement, to improve the customer service of its staff. This is likely to be a reasonable adjustment to make.

Ask yourself, for example:

- Could you be more flexible about where or how you provide your services? Could you or your staff change a policy, criterion or practice where this is needed to remove a barrier?
- Do you insist on particular forms of communication, such as putting requests in writing? Or particular proof of identity such as a driving licence?

In addition, where you provide information to customers or clients you must take steps to ensure that the information is provided in an accessible format.

- The second requirement involves making changes to overcome barriers created by the **physical features** of your premises, if these are open to the public or a section of the public.

Where a physical feature puts disabled people using a service at substantial disadvantage, you must take reasonable steps to:

- remove the feature
- alter it so that it no longer has that effect
- provide a reasonable means of avoiding the feature, or
- provide a reasonable alternative method of making the service available to disabled people.

It is better for you to look at removing or altering the physical feature or finding a way of avoiding it (such as replacing steps with a ramp or, if it is reasonable for you to do this, a lift) before you look at providing an alternative service. An alternative service may not give disabled people a similar level of service.

Exactly what kind of changes are needed will depend on the kind of barriers your premises present. You need to look at the whole of the premises that are open to the public or a section of the public, and may have to make more than one change.

For example:

- A pub improves the paths in its beer garden so that the outside space can be accessed by disabled customers with a mobility impairment or a visual impairment.
- A small shop paints its doorframe in a contrasting colour to assist customers with a visual impairment.
- A hairdressing salon moves product display stands from just inside its door to create a wider aisle which means that wheelchair users can use its services more easily.

Physical features include: steps, stairways, kerbs, exterior surfaces and paving, parking areas, building entrances and exits (including emergency escape routes), internal and external doors, gates, toilet and washing facilities, public facilities (such as telephones, counters or service desks), lighting and ventilation, lifts and escalators, floor coverings, signs, furniture, and temporary or movable items (such as equipment and display racks).

Physical features also include the size of premises (for example, the size of an airport where a clearly signed short route to departures might enable people with a mobility impairment to use the airport more easily, or of a shopping centre, where wheelchairs, buggies and extra staff to help shoppers find their way around are made available). This is not an exhaustive list.

Sometimes you will need to ask your landlord's permission to alter rented premises. Equality law gives service providers the right to do so even if the lease states that the alteration in question is prevented by the terms of the lease.

The landlord cannot withhold their consent unreasonably although they may put in place a condition, provided that it is reasonable to do so.

If you are not sure if you are allowed to change the physical features at your premises, but you think you need to do this as a reasonable adjustment, then you should get advice. There is a list of organisations who may be able to help you at the end of this guide.

The third requirement involves providing extra aids and services such as providing extra equipment or providing a different, or additional, service (which equality law calls **auxiliary aids** or **auxiliary services**). You must take reasonable steps to provide auxiliary aids or services if this would enable (or make it easier for) disabled people to make use of any of your services.

For example:

- A shop keeps a portable induction loop on its counter so conversations with staff can be heard more easily by disabled people who use hearing aids.
- A club records its handbook onto **audio CD for members with a visual impairment**, and sends out its newsletters by email as an audio file if members ask for this.
- An accountant offers to make a home visit to a client with a mobility impairment when usually clients would come to the accountant's premises.
- A leisure centre has a regular booking by a group of deaf people. The leisure centre makes sure that the members of staff who have had basic training in British Sign Language (BSL) are rostered to work on that day to make sure that the deaf customers get the same level of service that other people would expect.

The kind of equipment or service will depend very much on the individual disabled person and what your organisation does. However you may be able to think in advance about some things that will help particular groups of disabled people.

Technological solutions may be useful in overcoming communication barriers, but sometimes a person offering assistance will be what is needed.

For example:

- Asking a disabled person with a visual impairment if they would like assistance in finding goods in a shop or having information read to them.
- Taking the time to explain services to a disabled person with a learning disability.
- If someone is being asked to make a major decision, providing a disabled person who uses British Sign Language (BSL) with a BSL to English interpreter, if it is reasonable for the organisation to do this.

If you do provide equipment, the equipment must work and be maintained. It is also important that staff know how to use the equipment

The duty is slightly different for associations, in relation to management of premises, and for transport services. These differences are explained at the end of this section of the guide.

Are disabled people at a substantial disadvantage?

The question you need to ask yourself is whether:

- the way you do things
- any physical feature of your premises, or
- the absence of an auxiliary aid or service

puts disabled people at a substantial disadvantage compared with people who are not disabled.

Anything that is more than minor or trivial is a substantial disadvantage.

If a substantial disadvantage does exist, then the duty to make reasonable adjustments arises.

The aim of the adjustments you make is to remove the substantial disadvantage.

But you only have to make adjustments that are reasonable for you to make.

Good practice tips for working out whether disabled people face a substantial disadvantage in using your services

- Local disabled people's groups may be happy to help you work this out. Contact groups representing people with a range of impairments. Explain that you want to make reasonable adjustments, and ask if they can help.
- National organisations of disabled people may also have information available about the impact of different impairments.
- If your organisation is part of a group such as a local chamber of commerce, community and voluntary sector umbrella group or group of local clubs, then you could organise a joint approach and ask them to help you survey several organisations together and share good practice.
- If you belong to a national association, they may produce specialist advice on the sorts of barriers disabled people face in your sector, as well as the changes made by similar organisations to your own.
- You could commission an access audit of premises which the general public have access to.

Working out what needs to change

If you look at the definition of disability, you will immediately realise that disabled people are a diverse group with different requirements. No single aspect of the way in which you deliver your services will create barriers for all disabled people, or, in most cases, for disabled people generally.

A practice, or a feature of your premises, which is a barrier for people with a particular impairment may present no difficulties for others with a different impairment.

Some barriers may affect some people with the same impairment differently.

For example:

People with a visual impairment who use assistance dogs will be prevented from using services with a 'no dogs' policy, whereas visually impaired people who do not use assistance dogs will not be affected by this policy. The service provider must think about the needs of both groups.

Remember, the duty is a duty to disabled people in general. You must make reasonable adjustments even if you do not know that a particular customer, client, service user or member is a disabled person or even if you believe that you currently have no disabled customers, clients, service users or members.

On the other hand, once you are aware of the requirements of a particular disabled person who uses or seeks to use your services, it might then be reasonable for you to take a particular step to meet these requirements. This is especially so where someone has pointed out the difficulty that they face in accessing services, or has suggested a reasonable solution to that difficulty.

You are not expected to anticipate the needs of every individual who may use their service. You are required to think about and take reasonable steps to overcome features that may create a disadvantage for people with particular kinds of impairments – for example, people with visual impairments hearing impairments, mobility impairments, learning disabilities and mental health conditions.

What is meant by ‘reasonable’

You only have to do what is reasonable.

When deciding whether an adjustment is reasonable you can consider:

- how effective the change will be in assisting disabled people in general or a particular customer, client, service user or member
- whether it can actually be done
- the cost, and
- your organisation’s resources and size.

Your overall aim should be, as far as possible, to remove any disadvantage faced by disabled people.

You can consider whether an adjustment is practicable. The easier an adjustment is, the more likely it is to be reasonable. However, just because something is difficult doesn’t mean it can’t also be reasonable. You need to balance this against other factors.

If an adjustment costs little or nothing and is not disruptive, it would be reasonable unless some other factor (such as impracticality or lack of effectiveness) made it unreasonable.

Your size and resources are another factor. If an adjustment costs a significant amount, it is more likely to be reasonable for you to make it if you have substantial financial resources. Your organisation’s resources must be looked at across your whole organisation, not just for the branch or section that provides the particular service.

This is an issue which you have to balance against the other factors.

In changing policies, criteria or practices, you do not have to change the basic nature of the service you offer.

For example:

- An association which exists to taste wine does not have to hold soft drink tastings when a member's disability prevents them drinking alcohol.
- Just because some of its treatments may be unsuitable for some disabled people, such as people undergoing chemotherapy for cancer, a beauty salon does not have to stop offering certain treatments altogether.

If, having taken all of the relevant issues into account, you decide that an adjustment is reasonable then you must make it happen.

The continuing duty on organisations

The duty to make reasonable adjustments is a continuing duty. You should keep the duty and the ways you are meeting the duty under regular review in light of your experience with disabled people wishing to access your services. It is not something that needs simply to be considered once and once only, and then forgotten. What was originally a reasonable step to take might no longer be sufficient, and the provision of further or different adjustments might then have to be considered.

For example:

A large sports complex amends its 'no dogs' policy to allow entry to assistance dogs. It offers assistance dog users a tour of the complex to acquaint them with routes. This is likely to be a reasonable step for it to have to take at this stage. However, the complex then starts building work and this encroaches on paths within the complex, making it difficult for assistance dog users to negotiate their way around. Offering an initial tour is therefore no longer an effective adjustment as it does not make the complex accessible to assistance dog users. The service provider therefore decides to offer assistance dog users appropriate additional assistance from staff while the building work is being undertaken. This is likely to be a reasonable step for the service provider to have to take in the circumstances then existing.

Equally, a step that might previously have been an unreasonable one for a service provider to have to take could subsequently become a reasonable step in light of changed circumstances. For example, technological developments may provide new or better solutions to the problems of inaccessible services.

For example:

A library has a small number of computers for the public to use. When the computers were originally installed, the library investigated the option of incorporating text-to-speech software for people with a visual impairment. It rejected the option because the software was very expensive and not particularly effective. It would not have been a reasonable step for the library to have to take at that stage. The library proposes to replace the computers. It makes enquiries and establishes that text-to-speech software is now efficient and within the library's budget. The library decides to install the software on the replacement computers. This is likely to be a reasonable step for the library to have to take at this time.

Who pays for reasonable adjustments?

If an adjustment is reasonable, you must pay for it. You are not allowed to ask a disabled person to pay for it, even if you have made it in response to their request and even if it has cost you extra to provide it.

For example:

A guest house has installed an audio-visual fire alarm in one of its guest bedrooms in order to accommodate visitors with a sensory impairment. In order to recover the costs of this installation, the landlady charges disabled guests a higher daily charge for that room, although it is otherwise identical to other bedrooms. This increased charge is unlikely to be within the law.

Even if you charge other people for a service, such as delivering something to their home, if the reason you are providing the service to a disabled person is as a reasonable adjustment, you must not charge the disabled person for it. But if the disabled person is using the service in exactly the same way as other customers, clients, service users or members, then you can charge them the same as you charge other people.

For example:

A wine merchant runs an online shopping service and charges all customers for home delivery. Its customers include disabled people with mobility impairments. Since this online service does not create a substantial disadvantage for disabled people with mobility impairments wishing to use it, home delivery, in these

circumstances, will not be a reasonable adjustment that the wine merchant has to make. Therefore, the wine merchant can charge disabled customers in the same way as other customers for this service.

However, another wine merchant has a shop which is inaccessible to disabled people with mobility impairments. Home delivery in these circumstances might be a reasonable adjustment for the wine merchant to have to make for these customers. The wine merchant could not then charge such customers for home delivery, even though it charges other customers for home delivery.

When the duty is different

Associations

The aim of reasonable adjustments is to make sure that disabled people are able to join an association or use its services as far as is reasonably possible to the same standard usually offered to non-disabled people.

An association does not just have to think about reasonable adjustments for disabled people who are already members, associate members or guests, but also to disabled people who are:

- seeking or might wish to become members, or
- are likely to become guests.

This means the association must think in advance about what disabled people with a range of impairments might reasonably need, such as people who have a visual impairment, a hearing impairment, a mobility impairment or a learning disability.

If it is the **physical features** of a building the association occupies or is using that put disabled people at a substantial disadvantage, the association must either:

- make reasonable adjustments to avoid the disadvantage, or
- find a reasonable alternative way of providing members, associate members and guests (and prospective members and guests) with the same access to membership and to its services.

Sometimes a reasonable adjustment may involve providing disabled people with an alternative way of using the service, which involves some level of inconvenience or segregation. However, the best kind of reasonable adjustment is one which enables disabled people to access the service in much the same way as non-disabled people. Indeed, if there is an adjustment which can reasonably be made which avoids segregation or inconvenience, then an adjustment which entails segregation or inconvenience may not be considered a reasonable adjustment at all.

Where meetings take place in a member's or associate member's home, then reasonable adjustments do not have to be made to **physical features** to make it accessible for a member who is a disabled person and for whom the physical features of the meeting place present a barrier to their attending the meeting.

But it may be a reasonable adjustment to hold the meeting at an **accessible venue**.

For example:

A cycling club has 30 members and no premises of its own. Instead members meet in the leader's house once a year for their AGM. This has no suitable access for a disabled member of the club, an amputee who uses a wheelchair. (The member uses a specially adapted tandem when cycling.) As a reasonable adjustment, the club decides to hold its meetings in a local sports hall which has suitable access.

Even if this is not a reasonable adjustment taking into account all the circumstances of the association, such as its size and resources, the association may want to consider whether as a matter of good practice it should change where it meets to an accessible venue.

Rented premises or premises available to rent

The duty to make reasonable adjustments applies to landlords and managers of rented premises or premises which are available to rent. This may include a landlord, a letting agency, a property management company, a management or residents' committee of a block of flats, and any other person who, in practice, has control over how the premises are let or managed. In this guide, these people are referred to as 'controllers of the premises'.

The letting of both commercial premises and houses for domestic use (subject to some exceptions) are covered. Letting includes sub-letting, and the granting of contractual licences to occupy premises (as opposed to an interest in the property which is granted by a lease). However, it does not include private sales (called **private disposals** in the Act) provided that an estate agent has not been used and no advert published. Similarly, it does not apply if the landlord is simply renting a room or rooms in a house with room for six people or less where the landlord or a relative or partner are still living. This is called the **small premises** exemption.

The duty to make reasonable adjustments in relation to the letting of premises is different from the usual duty to make reasonable adjustments relating to services.

First, it is not anticipatory. The duty only arises if the controller of the premises is requested to make an adjustment by a person to whom the premises are let or who wishes to rent the premises, or someone on their behalf. The request may not necessarily be made formally and the landlord should presume that they are under an obligation to make a reasonable adjustment if it is reasonable to assume that a request has been made.

For example:

A landlord is speaking to a prospective tenant on the telephone to arrange a meeting to sign a tenancy agreement. During the conversation, the tenant explains that they are visually impaired and find the print in the tenancy agreement too small. The tenant is identifying an impairment and it is likely that it would be reasonable to regard this as being a request for an auxiliary aid, such as a tenancy agreement in an alternative format. The tenant does not have to request a particular format for the landlord to have to consider an adjustment.

Second, there are just two requirements. These are:

- Providing auxiliary aids and services.
- Changing provisions, criteria or practices, including (once premises have been let) changing a term of the letting. For example, a 'no dogs' term in a lease entered into by a disabled person who uses an assistance dog.

There is no requirement to make any changes which would consist of or include the removal or alteration of a physical feature, which includes:

- any feature arising from the design or construction of a building
- any feature of any approach to, exit from or access to a building
- any fixtures or fittings in or on premises
- any other physical element or quality.

Physical features do not include furniture, furnishings, materials, equipment or other personal property.

Changes are unlikely to be treated as consisting of or including the alteration of a physical feature where they have only an incidental effect on a physical feature.

For example:

Attaching something to a physical feature, such as a wall, with a screw is unlikely to amount to an alteration of the physical feature. However, something more significant, such as installing a concrete ramp between a step and a path, is likely to amount to an alteration of a physical feature.

Things like the replacement or provision of any signs or notices, the replacement of any taps or door handles, the replacement, provision or adaptation of any doorbell or door entry system, changes to the colour of any surface (such as a wall or a door, for example)

do not count as physical features, so the duty to make reasonable adjustments could require changes to them.

The same tests apply when deciding if an adjustment is a reasonable adjustment:

- how effective the change will be in assisting the tenant or family member who needs the adjustment
- whether it can actually be done or not
- the cost
- the controller's resources and size.

Although a controller of premises is not required to alter physical features, there are specific rules about when a controller of premises must agree to tenants themselves making alterations to physical features of rented homes, and these are explained in the Equality and Human Rights Commission guide *Your rights to equality in housing*.

In future, there may also be specific rules about the process to be followed when requests are made for alterations to shared areas or 'common parts' of buildings and this guidance will be updated to reflect these changes.

Transport services

A transport provider's duty to make reasonable adjustments so that disabled people can use services applies to the way vehicles are operated, for example, by requiring train or station staff to assist a person with a mobility impairment in getting on and off a train, or by a bus driver telling a visually impaired person when they have reached their stop. It may require a service to be provided in a different way.

The duty to make reasonable adjustments also applies to adding auxiliary aids or equipment to existing vehicles, such as audio-visual passenger information, priority seating and contrasting handrails; these may be reasonable adjustments and, if so, the transport provider must provide them.

However, changes do not have to be made to physical features of existing land vehicles, except for some rental vehicles.

But some types of land vehicle must be replaced by a certain date with new vehicles, which do provide level access and a range of other equipment to make sure that they can be used by disabled people with a range of impairments.

These rules are explained in detail in the Equality and Human Rights Commission guide *Your rights to equality: transport and travel*.

5. What to do if someone says they've been discriminated against

If a **customer, client, service user, member, associate member** or **guest** believes that you (or, if you have anyone else working for you, your **worker** or **agent**) have **unlawfully discriminated** against them, **harassed** or **victimised** them against equality law in relation to the **goods, facilities** or **services**, or **public functions** you provide, they may:

- Complain directly to you.
- Use someone else to help sort the situation out (alternative dispute resolution).
- Make a claim in court.

These are not alternatives, since the person complaining can still make a claim in court even if they first complained to you and/or used someone else to sort it out.

This part of this guide:

- looks at ways you can sort out the situation if they complain directly to you
- tells you where to find information about alternative dispute resolution (you can suggest this without waiting for the person complaining to suggest it)
- explains the questions procedure, which someone can use to find out more information from you if they think they may have been unlawfully discriminated against, harassed or victimised
- explains some key points about court procedures in discrimination cases relating to claims outside the workplace:
 - where claims are brought
 - time limits for bringing a claim
 - the standard and burden of proof
 - what the court can order you to do
- tells you where to find out more about defending a court case.

If someone complains directly to you

If a customer, client, service user, member, associate or guest contacts you to say they have been discriminated against, you will obviously want to find out as much as possible about what has happened.

Consider the information given in this guide.

You will need to make a realistic assessment about whether what you and/or your workers and/or agents have done (or failed to do) amounts to unlawful discrimination, harassment or victimisation.

You may need to conduct an investigation into the complaint in order to form a view.

If you are an **employer**, and you think a complaint might need you to take disciplinary action against a worker employed by you, the Arbitration and Conciliation Service (Acas) publish guidance on discipline and grievance procedures.

If you feel you need to get more advice on whether what has happened was against equality law, you will find information on places where you can get help see Further information and advice section.

If you decide that the person who complained was unlawfully discriminated against, harassed or victimised, you then need to decide the best way to solve the complaint.

If, after investigating what has happened, you decide:

- no unlawful discrimination, harassment or victimisation took place, or
- that you are not responsible for what has happened then tell the person who has complained.

You do not have to explain why you came to your conclusion, but it may help if you do. For example, they may decide that it is not worth taking their claim to court.

Good practice tips on solving complaints

Defending a claim in court can be lengthy, expensive and draining, and it can have a damaging impact on the reputation of your organisation.

It is likely to be in everyone's interest to try to put things right before a claim is made to a court.

If you need to apologise to the person who has complained for the way they were treated or the way something was done, then do this.

If you need to change the way you do things so the same thing does not happen again, then do this.

Also:

- consider **equality training** for yourself and/or people working for you
- think about having an **equality policy**.

Alternative dispute resolution

The first part of this section assumed you would do all the investigating and negotiating yourself. If you want to get help in sorting out a complaint about discrimination, you could try to get the person complaining to agree to what is usually called 'alternative dispute resolution' or ADR. ADR involves finding a way of sorting out the complaint without a formal court hearing. ADR techniques include mediation and conciliation.

You can find out more about ADR, whether any of the options might be suitable in your situation, what you have to do and how much it might cost from:

- ADRnow, an information service run by the Advice Services Alliance (ASA) if you are in England and Wales, and
- the Scottish Government publication *Resolving Disputes Without Going To Court* if you are in Scotland.

Details of these organisations are at Further information and advice section.

Conciliation

The Equality and Human Rights Commission runs a conciliation service as an alternative route to court action. The service is free, confidential and accessible. If the complaint is resolved during the conciliation, it can result in a binding settlement. If it is not resolved, the person complaining still has the option of taking their claim to court. If you want to find out more about this service, contact the Equality and Human Rights Commission helpline.

The questions procedure

If someone thinks they may have been unlawfully discriminated against, harassed or victimised under equality law, then they can obtain information from you to help them decide if they have a valid claim or not.

There is a set form to help them do this which you can access at:

http://www.equalities.gov.uk/news/equality_act_2010_forms_for_ob.aspx, but their questions will still count even if they do not use the form, so long as they use the same questions. The form is sometimes called a 'questionnaire'.

If you receive questions from someone, you are not legally required to reply to the request, or to answer the questions, but it may harm your case if you do not.

The questions and the answers can form part of the evidence in a case brought under the Equality Act 2010.

If you do not respond to the questions within eight weeks of them being sent to you, the court can take that into account when making its judgment. The court can also take into account answers which are evasive or unclear.

- There is an exception to this. The court cannot take the failure to answer into account if a person or organisation states that to give an answer could prejudice criminal proceedings and this is reasonable. Most of the time, breaking equality law only leads to a claim in a civil court. Occasionally, breaking equality law can be punished by the criminal courts. In that situation, the person or organisation may be able to refuse to answer the questions, if in answering they might incriminate themselves and it is reasonable for them not to answer. If you think this might apply to you, you should get more advice on what to do.

Key points about discrimination cases outside the workplace

The key points this guide explains are:

- where claims are brought
- time limits for bringing a claim
- the standard and burden of proof
- what the court can order you to do.

Where claims are brought

If you are:

- a service provider, or
- carrying out public functions, or
- an association, including private clubs and political parties, or
- a premises provider, whether you provide housing or commercial premises, or
- in some circumstances, an education provider

then any claim against you that someone has been discriminated against (including that there has been a failure to make reasonable adjustments), harassed, or victimised on the basis of a **protected characteristic** will be brought against you in the County Court in England and Wales and in the Sheriff Court in Scotland.

If you are a **public authority**, a person who wishes to claim discrimination may also bring a claim for **judicial review** in the High Court in England and Wales or the Court of Session in Scotland.

Time limits for bringing a claim

If someone wants to bring a claim of unlawful discrimination, harassment or victimisation relating to equality law, they must bring it within six months of the act that they are complaining about.

If the person is complaining about behaviour over a period of time, then the six months begins at the end of the period.

If the person is complaining about a failure to do something, for example, a failure to make **reasonable adjustments**, then the six months begins when the decision was made not to do it. If there is no solid evidence of a decision, then the decision is assumed to have been made either:

- when the person who failed to do the thing does something else which shows they don't intend to do it, or
- at the end of the time when they might reasonably have been expected to do the thing.

For example

A business sells goods over the internet. It is having its website redesigned. It looks into having its website made more accessible to disabled people and decides that doing this is a reasonable adjustment. The new website claims to be fully accessible. However, when the new website goes live, it turns out not to be any more accessible than the old one. The business does not do anything about this. A disabled person writes to the organisation and asks them to bring their website up to the standard they are claiming for it. The organisation does nothing. The time limit for bringing a claim is measured from the time when they might reasonably be expected to have made improvements to the website.

A court can hear a claim if it is brought outside this time limit if the court thinks that it would be 'just and equitable' (fair to both sides) for it to do this.

If a claim has been referred within six months of the alleged unlawful discrimination, harassment or victimisation taking place to the Equality and Human Rights Commission for conciliation, the time limit for bringing a claim is increased to nine months.

The standard and burden of proof

The standard of proof in discrimination cases is the usual one in civil (non-criminal) cases. Each side must try to prove the facts of their case are true on the balance of probabilities, in other words, that it is more likely than not in the view of the court or tribunal that their version of events is true.

If someone is claiming unlawful discrimination, harassment or victimisation against you, then the burden of proof begins with them. They must prove enough facts from which the court can decide, without any other explanation, that the discrimination, harassment or victimisation has taken place.

Once they have done this, then, in the absence of any other explanation, the burden shifts onto you to show that you or someone whose actions or omissions you were responsible for did not discriminate, harass or victimise the person making the claim.

What the court can order you to do

What the court can order if you lose your case is called 'a remedy'.

County Courts and Sheriff Courts hearing discrimination claims can grant any remedy that the High Court in England or Wales or the Court of Session in Scotland can grant for a civil wrong or in a claim for judicial review.

The main remedies available are:

- Damages (including compensation for injuries to feelings).
- An injunction in England or Wales or an interdict in Scotland) – this is an order made by the court to stop a person or organisation from acting in an unlawful way. Sometimes in England and Wales an injunction can be mandatory; that is, you have to do something (for example, you have to change a policy or make a reasonable adjustment). In Scotland an order for specific implement works in the same way.
- A declaration in England or Wales or a declarator in Scotland – this is a statement by the court which says that someone has been discriminated against.

In cases of **indirect discrimination**, if you can prove that you did not intend what you did to be discriminatory, the court must consider all of the remedies before looking at damages.

The court can also order you to pay the legal costs and expenses of the person bringing the claim. You would have to pay these on top of your own legal costs and expenses.

More information about defending a court case

You can find out more about what to do if someone brings a court case against you from:

- In England and Wales: Her Majesty's Courts Service: see Further information and advice section for details.
- In Scotland: Scottish Courts Service: see Further information and advice section for details.

6. Further sources of information and advice

General advice and information

Equality and Human Rights Commission:

The Equality and Human Rights Commission is the independent advocate for equality and human rights in Britain. It aims to reduce inequality, eliminate discrimination, strengthen good relations between people, and promote and protect human rights. The Equality and Human Rights Commission helplines advise both individuals and organisations such as employers and service providers.

Website: www.equalityhumanrights.com

Helpline – England

Email: info@equalityhumanrights.com

Telephone: 0845 604 6610

Textphone: 0845 604 6620

Fax: 0845 604 6630

08:00–18:00 Monday to Friday

Helpline – Wales

Email: wales@equalityhumanrights.com

Telephone: 0845 604 8810

Textphone: 0845 604 8820

Fax: 0845 604 8830

08:00–18:00 Monday to Friday

Helpline – Scotland

Email: scotland@equalityhumanrights.com

Telephone: 0845 604 5510

Textphone: 0845 604 5520

Fax: 0845 604 5530

08:00–18:00 Monday to Friday

Directgov:

Directgov is the UK government's digital service for people in England and Wales. It delivers information and practical advice about public services, bringing them all together in one place.

Website: www.direct.gov.uk

Government Equalities Office (GEO):

The GEO is the Government department responsible for equalities legislation and policy in the UK.

Website: www.equalities.gov.uk

Telephone: 0303 444 0000

Business advice and information

British Chambers of Commerce (BCC):

The BCC is the national body for a network of accredited Chambers of Commerce across the UK; each Chamber provides representation, services, information and guidance to its members.

Website: www.britishchambers.org.uk

Telephone: 020 7654 5800

Fax: 020 7654 5819

Email: info@britishchambers.org.uk

British Retail Consortium (BRC):

The BRC is a trade association representing a broad range of retailers. It provides advice and information for its members.

Website: www.brc.org.uk

Telephone: 020 7854 8900

Fax: 020 7854 8901

Business Gateway (Scotland):

Business Gateway provides practical help, advice and support for new and growing businesses in Scotland.

Website: www.bgateway.com

Telephone: 0845 609 6611

Business Link:

Business Link is a free business advice and support service, available online and through local advisers.

Website: www.businesslink.gov.uk

Telephone: 0845 600 9 006

Minicom: 0845 606 2666

EEF:

EEF is a membership organisation which provides business services to help members manage people, processes, environment and more, so that members can meet their regulatory commitments.

Website: www.eef.org.uk

Telephone: 020 7222 7777

Fax: 020 7222 2782

Federation of Small Businesses (FSB):

The FSB works to protect, promote, and further the interests of the self-employed and small business sector. It provides a range of member services.

Website: www.fsb.org.uk

Telephone: 01253 336 000

Fax: 01253 348 046

Charities and voluntary organisations

Charity Commission for England and Wales:

The Charity Commission registers and regulates charities in England and Wales. It offers them advice and provides a wide range of services and guidance to help them run as effectively as possible.

Website: www.charity-commission.gov.uk

Telephone: 0845 300 0218

Textphone: 0845 300 0219

Council of Ethnic Minority Voluntary Sector Organisations (CEMVO):

CEMVO is the umbrella organisation for black and minority ethnic, faith, women, age and disability-related organisations. They offer a wide range of training, employment, communication and consultancy services to businesses and organisations nationwide.

Website: www.cemvo.org.uk

Telephone: 020 8432 0200

Email: enquiries@cemvo.org.uk

National Council for Voluntary Organisations (NCVO):

The NCVO provides information, advice and support to others working in or with the voluntary sector in England.

Website: www.ncvo-vol.org.uk

Freephone: 0800 2 798 798

Minicom: 0800 01 88 111

Email: ncvo@ncvo-vol.org.uk

Office of the Scottish Charity Regulator (OSCR):

The OSCR is the independent regulator and registrar for Scottish charities. It is a Non-Ministerial Department and forms part of the Scottish Administration.

Website: www.oscr.org.uk

Telephone: 01382 220446

Fax: 01382 220314

Email: info@oscr.org.uk

Scottish Council for Voluntary Organisations (SCVO):

The SCVO is the national body representing the voluntary sector in Scotland and provides information, advice and support to members.

Website: www.scvo.org.uk

Telephone: 0800 169 0022

Email: enquiries@scvo.org.uk

Voice 4 Change England:

Voice4Change England is a national policy body dedicated to strengthening the ethnic minority Third Sector. It provides a co-ordinated policy voice for ethnic minority groups and organisations and supports them to thrive.

Website: www.voice4change-england.co.uk

Telephone: 020 7843 6130

Wales Council for Voluntary Action (WCVA):

The WCVA is the national body representing the voluntary sector in Wales and provides information, advice and support to members.

Website: www.wcva.org.uk

Telephone: 0800 2888 329

SMS: 07797 805628

Email: help@wcva.org.uk

Advice on specific issues

Age UK:

Age UK aims to improve later life for everyone by providing information and advice, campaigns, products, training and research.

Website: www.ageuk.org.uk

Telephone: 0800 169 6565

Email: contact@ageuk.org.uk

Centre for Accessible Environments (CAE):

CAE is a registered charity providing information and training on the accessibility of the built environment for disabled people.

Website: www.cae.org.uk

Telephone: 020 7840 0125

Textphone: 020 7840 0125

Fax: 020 7840 5811

Email: info@cae.org.uk

Gender Identity Research and Education Society (GIRES):

GIRES provides a wide range of information and training for Trans people, their families and professionals who care for them.

Website: www.gires.org.uk

Telephone: 01372 801 554

Fax: 01372 272 297

Email: info@gires.org.uk

The Gender Trust:

The Gender Trust is the UK's largest charity working to support transsexual, gender dysphoric and transgender people or those who are affected by gender identity issues. It has a helpline and provides training and information for employers and organisations.

Website: www.gendertrust.org.uk

Telephone: 0845 231 0505

Press for Change (PfC):

PfC is a political lobbying and educational organisation. It campaigns to achieve equality and human rights for all Trans people in the UK through legislation and social change. It provides legal advice, training and consultancy for employers and organisations as well as undertaking commissioned research.

Website: www.transequality.co.uk / www.pfc.org.uk

Telephone: 0161 432 1915 (10:00–17:00, Thursdays only until further notice)

Email: transequality@pfc.org.uk

Stonewall:

Stonewall is the UK's leading lesbian, gay and bisexual charity and carries out campaigning, lobbying and research work as well as providing a free information service for individuals, organisations and employers.

Website: www.stonewall.org.uk

Telephone: 08000 50 20 20

Email: info@stonewall.org.uk

7. Glossary

accessible venue	A building designed and/or altered to ensure that people, including disabled people, can enter and move round freely and access its events and facilities.
Act	A law or piece of legislation passed by both Houses of Parliament and agreed to by the Crown, which then becomes part of statutory law (ie is <i>enacted</i>).
age	This refers to a person belonging to a particular age group, which can mean people of the same age (e.g. 32-year-olds) or range of ages (e.g. 18–30-year-olds, or people over 50).
agent	A person who has authority to act on behalf of another ('the principal') but who is not an employee or worker employed by the employer.
alternative format	Media formats which are accessible to disabled people with specific impairments, for example Braille, audio description, subtitles and Easy Read.
anticipatory duty	For service providers, the duty to make reasonable adjustments is anticipatory; within reason, it is owed to all potential disabled customers and not just to those who are known to the service provider.
armed forces	Refers to military service personnel.
associate members	A person who has access to some or all of an association's benefits, facilities and services because they are a member of another associated private club.
associated with	This is used in a situation where the reason a service user is discriminated against is not because they have a particular protected characteristic, but because they are 'associated with' another person who has that protected characteristic, eg the other person is their friend or relative. For example, a golf club bars a person from membership because they have a disabled child. This is sometimes referred to as discrimination 'by association'.

association	An association of people which has at least 25 members, where admission to membership is regulated and involves a process of selection.
auxiliary aid	Usually a special piece of equipment to improve accessibility.
auxiliary service	A service to improve access to something often involving the provision of a helper/assistant.
barriers	In this guide, this term refers to obstacles which get in the way of equality for disabled people and other people put at a disadvantage because of their protected characteristics. Unless explicitly stated, 'barriers' does not exclusively mean physical barriers. For the wider context in relation to disabled people, see duty to make reasonable adjustments .
Bill	A draft Act, not passed or in force.
breastfeeding	When a woman feeds her baby with breast milk. Breastfeeding is specifically protected for the first 26 weeks after birth by the pregnancy and maternity discrimination provisions in relation to non-work cases.
burden of proof	This refers to whether, in a court, it is for the service user to prove that discrimination occurred or it is for the service provider to disprove it. Broadly speaking, a service user must prove facts which, if unexplained, indicate discrimination. The burden of proof then shifts to the service provider to prove there was no discrimination. If the service provider cannot then prove that no discrimination was involved, the service user will win their case.
by association	See associated with .
charity	A body (whether corporate or not) which is for a statutory charitable purpose that provides a benefit to the public.
Code of Practice	A statutory guidance document which must be taken into account by the Courts when applying the law and which may assist people to comply with the law.
comparator	Direct discrimination occurs when a service provider treats a service user less favourably than they treat or

would treat another service user in similar circumstances because of a protected characteristic. The person with whom the service user compares their treatment is called a 'comparator'. Sometimes there is no actual comparator, but the service user can still claim that another service user without their protected characteristic would have been treated better by the service provider. This is a 'hypothetical' comparator.

data protection

Safeguards concerning personal data provided for by statute, mainly the Data Protection Act 1998.

direct discrimination

Less favourable treatment of a person compared with another person because of a protected characteristic. This may be their own protected characteristic, or a protected characteristic of someone else, eg someone with whom they are **associated**. It is also direct discrimination to treat someone less favourably because the service provider wrongly perceives them to have a protected characteristic.

disability

A person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

disabled person

Someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

discrimination arising from disability

When a person is treated unfavourably because of something arising in consequence of their disability, eg a restaurant does not allow a visually impaired customer to come in because they want to bring their dog inside. The dog is a guide dog and the reason the customer has the dog is because of their disability. If it is **objectively justifiable** to treat a person unfavourably because of something arising from their disability, then the treatment will not be unlawful. It is unlikely to be justifiable if the service user has not first made any **reasonable adjustments**.

disproportionately low

Refers to situations where people with a protected characteristic are under-represented (e.g. among service users) compared to their numbers in the population.

diversity

This tends to be used to refer to a group of people with many different types of protected characteristic, eg people of all ages, religions, ethnic background etc.

duty to make reasonable adjustments

This duty arises where (1) a physical feature or (2) a provision, criterion or practice applied by a service provider puts a service user at a **substantial** disadvantage in comparison with people who are not disabled. It also applies where a service user would be put at a substantial disadvantage but for the provision of an auxiliary aid. The service provider has a duty to take reasonable steps to avoid that disadvantage by (i) changing provisions, criteria or practices, (ii) altering, removing or providing a reasonable alternative means of avoiding physical features, and (iii) providing auxiliary aids. In many situations, a service provider must treat the disabled service user more favourably than others as part of the reasonable adjustment. More detail of the law and examples of reasonable adjustments are set out in Chapter 4 of this guide.

educational establishments

Schools, colleges and higher educational institutions.

employee

In this guide, the word 'employee' is used only to refer to the definition in the Employment Rights Act 1996, ie a person who works under a contract of employment. This definition is fairly limited. It is only employees in this sense who have certain rights, eg to have a written statement of employment particulars; to use the formal procedure to request flexible working; and to claim unfair dismissal.

The Equality Act uses the word 'employee' more widely, to include a person working on a contract of employment or a contract of apprenticeship or a contract personally to do work; or a person who carries out work for the Crown or a relevant member of the Houses of Parliament staff. To avoid confusion with the narrower definition of 'employee' applicable under the Employment Rights Act, this guide refers to someone in this wider category of workers covered by equality law as a 'worker'. See **worker**.

employer

A person who makes work available under a contract of employment, a contract of service or a contract of

	apprenticeship, or the Crown or a relevant member of the Houses of Parliament staff.
equality policy	A statement of an organisation's commitment to the principle of equality of opportunity in the workplace.
equality training	Training on equality law and effective equality practice.
exceptions	Where, in specified circumstances, a provision of the Act does not apply.
gender reassignment	The process of changing or transitioning from one gender to another. The Equality Act prohibits discrimination against a person who is proposing to undergo, is undergoing or has undergone a process, or part of a process, for the purpose of reassigning their sex. <i>See also transsexual person.</i>
gender recognition certificate	A certificate issued under the Gender Recognition Act to a transsexual person who has, or has had gender dysphoria, has lived in the acquired gender throughout the preceding two years, and intends to continue to live in the acquired gender until death.
goods, facilities or services	Goods refer to moveable property; facilities to opportunities to enjoy a benefit or do something; and services can refer to the wide range of provisions that people might need, for example hotels, restaurants and pubs, post offices and banks, shops and market stalls, cinemas, parks, petrol stations, hospitals, telesales and services provided by bus and train operators. Goods, facilities and services are available to the public or any part of it.
Guests	People invited to enjoy an association's benefits, facilities or services by that association or a member of it. In the context of a political party, a guest is someone who is invited by the party or one of its members to join in some of its activities.
Harass	To behave towards someone in a way that violates their dignity, or creates a degrading, humiliating, hostile, intimidating or offensive environment.
harassment	Unwanted behaviour that has the purpose or effect of violating a person's dignity or creates a degrading,

	humiliating, hostile, intimidating or offensive environment. <i>See also</i> sexual harassment .
impairment	A functional limitation which may lead to a person being defined as disabled according to the definition under the Act. <i>See also</i> disability .
indirect discrimination	Where a service provider applies (or would apply) an apparently neutral practice, provision or criterion which puts people with a particular protected characteristic at a disadvantage compared with others who do not share that characteristic, and applying the practice, provision or criterion cannot be objectively justified by the service provider.
indirectly discriminatory	<i>See</i> indirect discrimination .
Information Society Service Provider (ISSP)	A service provider which provides electronic data storage, usually for payment, for example, selling goods online.
instruction to discriminate	When someone who is in a position to do so instructs another to discriminate against a third party. For example, if a GP instructed their receptionist not to register anyone who might need help from an interpreter, this would amount to an instruction to discriminate.
insurance business	An organisation which provides financial protection against specified risks to clients in exchange for payment.
judicial review	A procedure by which the High Court supervises the exercise of public authority power to ensure that it remains within the bounds of what is lawful.
liability	Legal responsibility. An employer is legally responsible for discrimination carried out by workers employed by them or by their agents, unless they have taken all reasonable preventative steps.
marriage and civil partnership	Marriage is defined as a 'union between a man and a woman'. Same-sex couples can have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples.

maternity	See pregnancy and maternity .
members	People who have been formally accepted into membership of an association.
minister	Someone who is authorised to perform religious functions, such as weddings.
monitor	See monitoring .
monitoring	Monitoring for equality data to check if people with protected characteristics are participating and being treated equally. For example, monitoring the representation of women, or disabled people, in the workforce or at senior levels within organisations.
monitoring form	A form which organisations use to collect equality monitoring data – from, for example, job applicants or service users. It records information about a person’s sex, age, disability, race, religion, or sexual orientation. It is kept separately from any identifying information about the person.
more favourably	To treat somebody better than someone else. This is unlawful under the Act if it is because of a protected characteristic except in very limited circumstances The law requires service providers to make reasonable adjustments for a disabled people to remove any disadvantage caused by their disability, and this often <i>requires</i> treating them more favourably. A service provider can also <i>choose</i> to treat a disabled service user more favourably in other ways, even if they are not at a particular disadvantage on the relevant occasion.
national security	The security of the nation and its protection from external and internal threats, particularly from activities such as terrorism and threats from other nations.
objective justification	This phrase is a shorthand way of referring to the legal test of objective justification, ie that the service provider’s treatment of the service user must be a proportionate means of achieving a legitimate aim. The Act uses this test in several situations. For example, once a service provider has proved that the service user has treated them unfavourably because of something arising from their disability, or that the service provider has indirectly discriminated against

them or that the service provider has directly discriminated against them because of age (if applicable), the service provider can defend the claim by proving their treatment (i) is in order to achieve a legitimate aim, and (ii) is proportionate, ie appropriate and necessary. If there is a less discriminatory way of achieving the same aim, it should be adopted. See also **proportionate**.

office-holders

There are personal and public offices. A personal office is a remunerated office or post to which a person is appointed personally under the direction of someone else. A public office is appointed by a member of the government, or the appointment is recommended by them, or the appointment can be made on the recommendation or with the approval of both Houses of Parliament, the Scottish Parliament or the National Assembly for Wales.

palantypist

Also known as 'Speech to Text Reporter'. A palantypist reproduces speech into a text format onto a computer screen at verbatim speeds for Deaf or hard of hearing people to read.

past disability

A person who has had a disability as defined by the Equality Act.

perception

This refers to a belief that someone has a protected characteristic, whether or not they do have it. The idea of discrimination because of perception is not explicitly referred to in the Equality Act, but it is incorporated because of the way the definition of **direct discrimination** is worded.

physical barriers

A physical feature of a building or premises which places disabled people at a substantial disadvantage compared to non-disabled people when accessing goods, facilities and services or employment. See *also* physical features.

physical features

Anything that forms part of the design or construction of a place of work, including any fixtures, such as doors, stairs etc. Physical features do not include furniture, furnishings, materials, equipment or other chattels in or on the premises.

positive action

If a service provider reasonably thinks that people sharing a certain protected characteristic suffer a disadvantage connected to that characteristic or have different needs, or if their participation in an activity is disproportionately low, a service provider can take any action (which would otherwise be discrimination against other people) which is a proportionate means of enabling or encouraging those people to overcome or minimise their disadvantage or to participate in activities or meeting their needs. For example, in response to evidence of lesbians' negative experiences with health care, a primary care trust produced a series of posters designed to encourage lesbian and bisexual women to access health services, including information on what to do if they have a bad experience; the Trust also explains the purpose of the campaign to staff in GP surgeries.

positive discrimination

Treating someone with a protected characteristic more favourably to counteract the effects of past discrimination. It is generally not lawful, although more favourable treatment of service users because of their disability is permitted if the service provider so wishes. Moreover, the duty to make reasonable adjustments may require a service provider to treat a service user more favourably if that is needed to avoid a disadvantage

pregnancy and maternity

Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

principal

In the context used in this Guide, where a service provider uses an agent, the service provider is the **principal**.

private disposals

When an owner-occupier disposes of property (i.e. sells or leases etc.) without using an estate agent or publishing an advert in connection with the 'disposal'.

procurement	The term used in relation to the range of goods and services a public body or authority requires and delivers. It includes sourcing and appointment of a service provider and the subsequent management of the goods and services being provided.
professional organisations	A body of persons engaged in the same profession, formed usually to provide advice, maintain standards, and represent the profession in discussions with other bodies about professional concerns.
proportionate	This refers to measures or actions that are appropriate and necessary. Whether something is proportionate in the circumstances will be a question of fact and will involve weighing up the discriminatory impact of the action against the reasons for it, and asking if there is any other way of achieving the aim.
protected characteristics	These are the grounds upon which discrimination is unlawful. The characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
provision, criterion or practice	Identifying a provision, criterion or practice is key to establishing indirect discrimination . It can include, for example, any formal or informal policies, decisions, rules, practices, arrangements, criteria, conditions, prerequisites or qualifications.
public authority	For the purposes of this Guidance a 'public authority' means government departments, local authorities, courts and tribunals, health authorities and hospitals, schools, prisons, and police. Note that only those public authorities listed in Schedule 19 to the Equality Act 2010 are subject to the public sector equality duty.
public bodies	For the purpose of this Guidance public bodies includes public authorities (as above) as well as organisations which have a role in the processes of national governments but are not a government department or part of one. They operate to a greater or lesser extent at arm's length from Ministers. For example, quangos, a non-departmental government body or an inspectorate. This is not an exhaustive list.

public functions	a 'public function' for the purposes of this Guidance is any act or activities of a public nature carried out by a public authority or public body or by the private or voluntary sectors which is not already covered by the other sections of the Act dealing with services, housing, education and employment. Specifically, in relation to the private and voluntary sectors it is any act or activities carried out on behalf of the state. Examples of public functions include: determining frameworks for entitlement to benefits or services; law enforcement; receiving someone into prison or immigration detention facility; planning control; licensing; parking controls; trading standards; environmental health; regulatory functions; investigation of complaints; child protection. This is not an exhaustive list.
public sector equality duty	The duty on a public authority when carrying out its functions to have due regard to the need to eliminate unlawful discrimination and harassment, foster good relations and advance equality of opportunity.
qualifications bodies	An authority or body which can confer qualifications.
questionnaire	See questions procedure .
questions procedure	A discrimination law procedure whereby written pre-action questions are issued to the defendant, i.e. the person or organisation against whom a discrimination claim may be made. The questions are usually put onto a standard written form which is often called a 'questionnaire'.
race	Refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, nationality (including citizenship), ethnic or national origins.
reasonable adjustment	See the duty to make reasonable adjustments .
reasonable steps	See the duty to make reasonable adjustments .
regulations	Secondary legislation made under an Act of Parliament (or European legislation) setting out subsidiary matters which assist in the Act's implementation.
religion or belief	Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including

	lack of belief (e.g. atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.
religion or belief organisations	An organisation founded on an ethos based on a religion or belief. Faith schools are one example of a religion or belief organisation. See <i>also</i> religion or belief .
religious organisation	See religion or belief organisations .
separate services	Services only provided for one sex.
service complaint	In the context of provision of services, this is a complaint about service delivery.
service provider	Someone (including an organisation) who provides services, goods or facilities to the general public or a section of it. See <i>also</i> goods, facilities and services .
service users	Those accessing or using a particular service. See <i>also</i> goods, facilities and services .
services	See goods, facilities and services .
services, goods or facilities	See goods, facilities and services .
sex	This is a protected characteristic. It refers to whether a person is a man or a woman (of any age).
sexual harassment	Any conduct of a sexual nature that is unwanted by the recipient, including verbal, non-verbal and physical behaviours, and which violates the victim's dignity or creates an intimidating, hostile, degrading or offensive environment for them.
sexual orientation	Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.
single-sex facilities	Facilities which are only available to men or to women, the provision of which may be lawful under the Equality Act.
single-sex services	A service provided only to men or women. It is not always discriminatory to provide single-sex services, for example provision of single-sex changing facilities in a leisure centre.

small premises	Premises are small if they are not normally sufficient to accommodate more than two other households (and no more than six people in addition to the owner-occupier and/or their relatives and/or close relations).
stakeholders	People with an interest in a subject or issue who are likely to be affected by any decision relating to it and/or have responsibilities relating to it.
substantial	This word tends to come up most in connection with the definition of disability and the duty to make reasonable adjustments for disabled workers. The Equality Act says only that 'substantial' means more than minor or trivial. This means that disabled workers do not need to be put at a huge disadvantage before an employer's equality duties are triggered.
terms of employment	The provisions of a person's contract of employment, whether provided for expressly in the contract itself or incorporated by statute, custom and practice or common law etc.
textphone	A type of telephone for Deaf or hard of hearing people which is attached to a keyboard and a screen on which the messages sent and received are displayed.
transsexual person	Refers to a person who has the protected characteristic of gender reassignment. This may be a woman who has transitioned or is transitioning to be a man, or a man who has transitioned or is transitioning to be a woman. The law does not require a person to undergo a medical procedure to be recognised as a transsexual person. Once a transsexual person has acquired a gender recognition certificate , it is probably the case that they should be treated entirely as their acquired gender.
UK Text Relay Service	Text Relay is a national telephone relay service for Deaf, deafened, hard of hearing, deafblind and speech-impaired people. It lets them use a textphone to access any services that are available on standard telephone systems.
unfavourably	The term is used (instead of less favourable) where a comparator is not required to show that someone has been subjected to a detriment or disadvantage because

of a protected characteristic – for example in relation to pregnancy and maternity discrimination, or **discrimination arising from disability**.

victimisation

Subjecting a person to a detriment because they have done a protected act or there is a belief that they have done a protected act i.e. bringing proceedings under the Equality Act; giving evidence or information in connection with proceedings under the Act; doing any other thing for the purposes or in connection with the Act; making an allegation that a person has contravened the Act.

victimise

The act of victimisation.

vocational service

A range of services to enable people to retain and gain paid employment and mainstream education.

worker

In this guide, ‘worker’ is used to refer to any person working for an employer, whether they are employed on a contract of employment (ie an ‘**employee**’) or on a contract personally to do work, or more generally as a **contract worker**. In employment law, the term ‘worker’ has a similar meaning to those people covered by the Equality Act. However, it is not quite identical to that and has its own definition; the term is used, for example, to people covered by the Working Time Regulations and the law on the minimum wage.

Contact us

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This guide is one of a series written by the Equality and Human Rights Commission to explain your responsibilities under equality law if you are a person or organisation providing services, carrying out public functions or running an association.

There are 3 guides:

1. What equality law means for your association, club or society
2. What equality law means for your business
3. What equality law means for your voluntary and community sector organisation (including charities and religion or belief organisations)

We have also produced:

- A separate series of guides explaining the responsibilities people and organisations have if they are employing people to work for them
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©Equality and Human Rights Commission
March 2011
ISBN 978-1-84206-369-9