

“I know the Disability Discrimination Act affects small businesses. I just don't know how.”



If you run a small business, you're now obliged by law to make your services accessible to disabled people. But what does that actually mean in practice?

Q. Will it mean a total refit for my premises?

A. Almost certainly not. The law's about making 'reasonable adjustments,' not turning your business upside down. Small changes can often make a big difference, like fitting an entry phone or making sure doors are easy to open.

Q. Does 'disabled' just mean someone in a wheelchair?

A. No, the law covers all kinds of disability – including, for instance, people with autism or poor eyesight. So think about keeping background noise down, or using bigger type on signs to make them more readable.

Q. How many people are we actually talking about?

A. In fact, there are around 10 million disabled people in Britain, with a combined spending power of £80 billion. So, making life easier for them can only be good for your business in the long run.

Q. How can I find out more?

A. Easy. You can visit the Department for Work and Pensions website at www.dwp.gov.uk/dda for a full run-down on the Act and what it means for small businesses.

The DDA. It's now the law. Think about it.

DWP Department for
Work and Pensions