4.1.1 IP4 Promote reasonable access Version August 2024

Purpose

Encourage businesses and shops to make reasonable adjustments to allow, as far as possible, disabled people to enjoy services and facilities in Wells

Outcomes

- Most services and facilities are accessible to disabled people
- Disabled people satisfied that businesses have made reasonable adjustments
- Disabled people feel included and cared for in Wells

Benefits

- Disabled people enjoy improved access to services and facilities
- Improved social, physical and mental well-being for disabled people
- Wells widely recognised as a place where there is access for all
- Businesses demonstrably compliant with “reasonableness” test in Equality Act
- Increased business for Wells businesses

Methods

- Research and summarise relevant Equality Act duties for businesses from a customer perspective (ignore employee perspective for now)
- Look at best practices suggested by legislators, government departments, disability organisations, ombudsman and other councils in UK and elsewhere
- Prepare simple communication materials to explain and summarise “reasonableness” expectations through example
- Draw up a simplified checklist for testing reasonable access compliance
- Survey central Wells shops and businesses against the criteria and prepare a report with conclusions and recommendations
- Consider creation (and possible pilot) of a scheme to encourage reasonable access
- Prepare recommendations to give reasonable access an ongoing high profile
- Prepare a guesstimate of potential costs and income from introduction of the recommendations

Leaders	**Team members**
Lead manager: Georgie Robbins? Disabled lead: Dick Hodgson?	• Name1? • Name2? • Name3?

Actions identified	**Target date**	**RAG Status**
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		