

Your rights when using services

You'll find this factsheet useful if you are deaf or have hearing loss and want to know how the Equality Act 2010 protects you from discrimination when someone provides goods, facilities or services. For simplicity, we refer to them all as 'services'.

The Equality Act is comprehensive, so this factsheet contains a lot of detailed information that is relevant for people who are deaf or have hearing loss.

We recommend you contact one of the organisations listed at the end of this factsheet if you need more support to understand your rights and take action if you think you've been discriminated against.

 If you're looking for a general introduction to the Equality Act, see our factsheet *The Equality Act 2010 - an overview*.

 If you'd like this factsheet in Braille, large print or audio, please contact our Information Line - see last page for contact details.



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Disclaimer

This information is not legal advice and you should not rely on it as such. You should consider taking independent legal advice from a solicitor or other qualified legal adviser. Action on Hearing Loss does not accept any liability for any actions that you or anyone else may take, or fail to take, on the basis of the information contained in this factsheet.

What is the Equality Act 2010?

The Equality Act 2010 is the law that bans discrimination (unfair treatment) and helps achieve equal opportunities in the workplace and in wider society. Before the Equality Act, disability discrimination came under the Disability Discrimination Act 1995 (DDA).

The Equality Act protects people from discrimination because of certain 'protected characteristics'. It also promotes equality of opportunity to prevent discrimination arising.

The nine protected characteristics are:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion and belief
- sex
- sexual orientation.

The Equality Act applies to England, Scotland and Wales but not Northern Ireland, where the DDA still applies.

 If you live in Northern Ireland, visit the NI Direct website to find out more: nidirect.gov.uk/information-and-services/people-disabilities/rights-and-obligations

Am I protected under the Equality Act?

You may have rights in relation to any of the nine protected characteristics, but this factsheet focuses on how the Equality Act affects people with a disability in relation to services.

The Equality Act covers people who have, or have previously had, a disability.

A disability under the Act is a physical or mental impairment that has a substantial and long-term adverse (negative) effect on your ability to carry out normal day-to-day activities.

A 'physical or mental impairment' isn't defined, but it covers a wide range of conditions, such as:

- rheumatoid arthritis
- chronic fatigue syndrome
- diabetes (there may be some doubt about Type 2 diabetes)
- epilepsy
- heart disease
- forms of dementia
- learning difficulties
- depression
- eating disorders.

Physical or mental impairment also includes sensory impairments (hearing loss and sight loss) and covers tinnitus.

 See our factsheet *How does the Equality Act define 'disability'?*

How else does the Equality Act protect me?

In certain situations the Equality Act also protects you if you're discriminated against because you are associated with someone who is disabled, or you are mistakenly thought to be disabled. This is explained under 'Direct discrimination' on [page 6](#).

You may also be covered by the Equality Act, whether or not you're disabled, if you are treated badly because you have made a complaint under the Equality Act or helped someone to do so. There's more information about this under 'What is victimisation?' on [page 8](#).

What is a service provider?

A service provider is anyone who offers goods, facilities or services to the public (called 'services' for convenience). It doesn't matter whether the services are free or paid for, or how big or small the organisation is (one person or a large company), or who runs it - for example, government, a voluntary organisation or a commercial business.

Examples of providers of goods, facilities and services to the public:

- banks, building societies and insurance companies
- health services, including hospitals, GPs, dentists and opticians
- courts, solicitors, and advice and information services
- local and central government services
- estate agents and private landlords
- accommodation agents, councils and housing associations
- property developers, management agencies and investment companies
- cinemas, theatres, museums, art galleries and libraries
- railway and bus stations, airports and seaports, and travel agents
- shops, restaurants, pubs and nightclubs
- mail order and telephone order businesses
- hotels, hostels and guesthouses
- telecommunications and broadcasting services
- organisations that offer goods and services through the internet
- churches, mosques, synagogues and other places of worship
- sports centres, parks and other leisure facilities
- private and voluntary sector providers of further and higher education
- schools, colleges and universities when they provide services to the public - for example, parents' evenings and conference facilities
- private, voluntary and statutory providers of nursery education that are not established as schools, including accredited childminders
- student unions.

What other services does the Equality Act cover?

Course providers such as local education authorities, schools, universities and colleges are covered by other parts of the Equality Act (not the part that covers services). But course providers are covered by the services part of the Act when they:

- provide non-educational services to the public (for example, parents who are deaf)
- publish information about arrangements for people with disabilities.

Post-16 education is covered by the education part of the Equality Act. But privately funded schools and colleges offering training courses (for example, driving schools) are covered by the services part.

Manufacturers and designers are not service providers unless they sell their products to the public on the internet, by mail order or through a factory shop.

So film producers don't have to put subtitles on their films, but cinemas have to provide subtitled screenings because they are offering a service to the public.

Are service providers liable for others' actions?

Yes – service providers are liable (legally responsible) for the actions of their employees and others who work in their business but are employed by someone else.

Example of liability

Bar staff refuse to serve a man who is deaf because they think he is drunk, even though he explains that he is deaf and his hearing aids are clearly visible. The man could sue the brewery that owns the pub for the actions of its bar staff. If a bouncer then removes the man from the pub, the brewery could also be liable for the bouncer's actions when the man objects to the way he has been treated. The brewery is responsible even if a security firm employs the bouncer.

What is unlawful under the Equality Act?

The Equality Act protects people who are disabled from certain kinds of unlawful behaviour – discrimination, harassment and victimisation. It's also against the law to order someone to behave in these ways or help them to do so.

What does discrimination mean?

There are different types of discrimination, depending on how it arises. As well as covering things that people (or organisations) do to people who are disabled, it also includes things that aren't done when they should be – the failure to make reasonable adjustments for people who are disabled when required (see 'What is the duty to make reasonable adjustments?', [page 9](#)).

Direct discrimination

This happens when, because of disability, you're treated less favourably (worse) than someone who isn't disabled. The disability itself is the reason for the treatment, which is often based on prejudice or assumptions. It hasn't or wouldn't have happened to another person who is in similar circumstances to you except that they do not have hearing loss.

Example of direct discrimination

Nightclub staff refuse to admit a woman who is deaf because they assume she won't be able to hear the music.

Direct discrimination may happen even if you're not disabled. It includes worse treatment because of your association with a person who is disabled – for example, as the carer or friend of someone who is deaf (this is called 'discrimination by association'). It also covers worse treatment because you're mistakenly thought to have a disability (called 'discrimination by perception').

Example of direct discrimination by association

You go with your mother, who is deaf, to a theatre agent. The agent is rude to you and shouts at you because you take time to explain everything to your mother. This is direct discrimination against you because of your association with your mother.

Discrimination arising from disability

This is where you're treated unfairly because of something connected with your disability, rather than because of the disability itself. But it's not discrimination if it can be 'objectively justified' (see box on [page 7](#)). This kind of discrimination only applies if the service provider knew you were deaf or had hearing loss, or could reasonably have been expected to know.

Example of discrimination arising from disability

A transport provider has a 'no dogs' rule in the station café and toilets. A man who is deaf and uses an assistance dog is stopped from using the station facilities. The provider is barring him not because of his disability but because he has a dog with him. Unless the transport provider can objectively justify this, it is discrimination arising from disability.

What is objective justification?

It means there was a good reason for what the service provider did, and they acted fairly, reasonably and in a balanced way. For example, they looked at whether there was a less discriminatory alternative.

The Equality Act calls this ‘a proportionate means of achieving a legitimate aim’. We explain this in more detail in the section on public functions on [page 15](#). Only discrimination arising from disability and indirect discrimination (see below) can be justified in this way.

Example of objective justification

You have a faulty hearing aid that beeps loudly every few minutes. While you’re at the cinema, a number of other customers complain that this is spoiling their enjoyment of the film. The cinema asks you to leave. This may be discrimination arising from disability, unless the cinema can objectively justify its decision. In this case, the cinema can probably do so because customers’ enjoyment is a vital part of running its business and there isn’t another option that would lessen the impact on you.

Indirect discrimination

This is where a policy, rule or practice is applied to everyone, but it puts people who are disabled at a particular disadvantage, and you are personally affected. But it’s not discrimination if it can be objectively justified, as described above.

Discrimination in failing to make reasonable adjustments

The Equality Act requires service providers to make reasonable adjustments (changes) to enable you to access services. This duty occurs when you’re put at a substantial disadvantage, compared to people who aren’t disabled. If reasonable adjustments are not made, that’s discrimination. We explain the duty to make reasonable adjustments on [page 9](#).

Example of not making reasonable adjustments

A hospital doesn’t provide you with communication support, such as a sign language interpreter, for a medical appointment.

What is disability harassment?

This is unwanted behaviour related to disability that has the purpose or effect of:

- violating your dignity, or
- creating an intimidating, hostile, degrading (shaming), humiliating or offensive environment for you.

Any unwelcome behaviour that you find distressing or upsetting could be harassment – it doesn’t have to be deliberately intended to hurt you.

You’re also protected if you’re harassed because you associate with someone who is deaf or because the service provider wrongly thinks you’re deaf. And you can complain about behaviour that you find offensive, even if it’s directed at someone else, as long as there’s a connection with disability.

Example of disability harassment

Someone who is profoundly deaf goes to the hairdresser. Members of staff make jokes about sign language and make mocking gestures. The deaf person finds this behaviour offensive and upsetting. This is likely to amount to harassment.

What is victimisation?

This is where you're treated badly because you have done certain things or you're suspected of doing them. They include:

- taking a case under the Equality Act
- giving evidence or information in someone else's case
- alleging (stating) that the service provider or someone else has done something against the Act.

You're protected whether or not you're disabled. But you can't claim victimisation if you've acted in bad faith – for example, if you deliberately say something untrue.

Example of victimisation

A non-disabled woman is in a pub. She sees the bar manager throwing out a group of people who are deaf and using sign language, and hears him saying that he does not want “those sort of people in his pub”. She gives evidence when the group of people who are deaf bring the case to court. The next time she goes to the pub, the bar manager refuses to serve her because she has given evidence against him in court. This is victimisation. The woman could bring her own case to court against the brewery.

What counts as unlawful discrimination when I'm using services?

It is unlawful for a service provider to discriminate against you:

- by refusing to provide a service
- by not providing a service of the usual quality (standard)
- by not providing a service in the usual manner or on the usual terms
- in the terms of the service it provides (such as charging more or imposing extra conditions)
- by stopping a service it is providing
- by putting you at any other disadvantage.

These may overlap – for example, different terms may mean a lower standard of service.

A service provider must not victimise you in this way or harass you. It's also unlawful for a service provider to fail to make a reasonable adjustment.

Examples of refusing to provide a service

- A pub refuses to allow you and your friends who are deaf into a pub.
- A hotel refuses to take a call via the Next Generation Text service (formerly Text Relay), the national telephone relay service that connects people using a textphone with people using a telephone or another textphone.

Examples of 'not the usual quality' or 'usual terms of service'

- A waiter asks you to wait to be served when a hearing person would not have to wait.
- A travel company asks you for a bigger deposit when you book a holiday because it thinks, for no good reason, that you are more likely to cancel because you're deaf.

What is the duty to make reasonable adjustments?

Reasonable adjustments are the changes that service providers have to make to enable people who are disabled to use their services. We tell you more about this below.

The Equality Act requires service providers to make reasonable adjustments (changes) to enable you to access services. This duty occurs if you're put at a substantial disadvantage, compared to people who aren't disabled, by:

- a provision, criterion or practice (the way things are done)
- a physical feature (such as steps to a building)
- the absence of an auxiliary aid or service (any kind of extra help).

The aim of the duty is to remove the disadvantage. If the adjustments are not made, this is discrimination.

The Equality Act says 'substantial' means more than minor or trivial, so reasonable adjustments have to be made unless the disadvantage is insignificant.

A 'provision, criterion or practice' covers things like a policy, a rule or a practice.

An 'auxiliary aid' could be a hearing loop, which helps people who use hearing aids set to the 'loop' setting to hear more clearly over background noise.

An 'auxiliary service' might be a sign language interpreter.

The service provider must take reasonable steps to avoid the disadvantage or to provide the auxiliary aid or service. Avoiding the disadvantage in relation to a physical feature includes removing the feature, altering it or providing a reasonable means of avoiding it. If it's not possible to avoid the disadvantage, the service provider has to provide the service in a different way.

The requirement to provide auxiliary aids or services is particularly important for people who are deaf. It emphasises the importance of providing information in accessible formats, and makes it clear that you can't be charged for adjustments.

Note: NHS England's Accessible Information Standard came into force in England in 2016, which is very important if you are deaf or have hearing loss, or have other disabilities. It sets out requirements that NHS and adult social-care providers in England must meet in order to make sure that you can fully access their services.

Its purpose is to ensure you can understand the information about your care and treatment, and that you have the right communication support in place.

We've produced a special guide to explain your rights in relation to the Standard – and how to take practical action to make sure your GP and other NHS services make their services accessible for you. Visit actiononhearingloss.org.uk/ontherecord

Provisions, criteria and practices

These relate to the way things are done. They include policies, rules and practices. If a service provider's way of working puts you at a substantial disadvantage in using their service, the service provider has to change the way they work.

Examples – provision, criterion or practice

- A bank has a policy of not accepting calls from customers through a third party. It may have to change this policy because it could discriminate against you if you use the Next Generation Text service (formerly Text Relay) or a registered interpreter to call the bank.
- A hospital uses a call-out system to let patients know when it's their turn to see the consultant. You can't hear this, so the receptionist makes sure that they go over to you when it's your turn.

Physical features

If the physical features of the service provider's premises put you at a substantial disadvantage in accessing a service, the service provider has to get round that barrier.

Physical features include:

- a feature relating to the design or construction of a building, or the way you access it – for example, doorways or car parks
- any fixtures, fittings, furnishings, furniture, equipment or materials – for example, chairs or a reception counter; these may be on the premises or brought there by the service provider or by someone doing work for the service provider
- any other physical aspect of the premises, including outdoor physical features such as steps, paths, kerbs, parking areas and seating in a café garden, alongside escape routes, public facilities (telephones and counters), lighting, signs and temporary or moveable items such as display racks
- the sheer scale of premises – for example, the size of a shopping centre.

Examples of physical features putting you at a substantial disadvantage

- Access to a building is through an intercom, which could cause problems for you if you are deaf.
- A reception counter has a glass screen with a speakerphone in the middle that makes lipreading difficult for you.

What do service providers have to do about physical features?

Service providers have to avoid the disadvantage that the physical feature causes, by removing it, altering it or avoiding it. If they can't do that, they have to find a reasonable alternative way of providing the service.

The aim of the Equality Act is to make services accessible – and as close as possible to the standard enjoyed by the public at large. With this aim in mind, service providers have to weigh up their options.

An alternative way of providing the service may not be as effective as removing or altering the feature itself.

Example of altering or removing a feature

A company replaces the glass screen with the speakerphone in the reception area with a clear, non-reflective screen, installs a hearing loop (which makes sound from a specific source – such as a microphone – clearer for people who use hearing aids set to the 'loop' setting) and changes the lighting. These adjustments help people who use hearing aids, as well as customers who are partially sighted.

Example of reasonable alternative means

Glass screens in a government office make it difficult for you to lipread staff in the office. It may be reasonable for them to offer you a face-to-face interview without glass screens.

Auxiliary aids or services

If the lack of auxiliary aids or services puts you at a substantial disadvantage in accessing a service, the service provider has to provide them. They include:

- communication support – providing qualified sign language interpreters (face-to-face or via videophone), lipspeakers, notetakers or speech-to-text reporters
- equipment – providing a hearing loop or infrared system, textphone, telephone with an amplifier or built-in hearing loop, videophone or a fire alarm with flashing lights
- other – making printed and online information accessible by writing in plain English, and making sure that DVDs or video clips on any websites are subtitled, signed or both.

Example – additional aids or services

A small business that offers goods for sale by phone includes an email address and mobile phone number for SMS text messaging in its marketing materials, and makes it clear that orders will be accepted by these methods as well as by voice telephone conversation.



For more information on communication support and equipment, see our **Communication and Products and Technology** factsheet ranges: actiononhearingloss.org.uk/factsheets

Planning for reasonable adjustments

The duty on service providers to make reasonable adjustments is known as an ‘anticipatory’ duty. This means that service providers should think in advance about the reasonable adjustments they may need to make, and plan ahead. This is because the duty is owed to disabled people generally and applies whether or not the service provider knows that a particular person is disabled.

Service providers should not sit and wait until a disabled customer asks for an adjustment. They must think about the different needs of disabled people who may want to use their services – for example, people who are deaf – and plan how to meet them.

The duty is a continuing one – not a ‘one-off’. This means that service providers should keep their plans under regular review. For example, there may be new technologies that can help make their services accessible.

Examples of the anticipatory duty

- A secondary school is holding an open day for primary school pupils and their parents or carers. The school finds out from the local authority how it can book communication support for any visitors who are deaf.
- A library organises deaf and disability awareness training for staff members so that it can provide a good service for everyone who uses library services.

Who pays for the adjustment?

Service providers have to pay for any reasonable adjustments they make or arrange to have done. They can’t pass on the costs to customers who are disabled. This applies even if you’ve asked for the adjustment.

Service providers should find out if they can get any financial help to pay for adjustments or if any other organisations can provide help. For example, a clinical commissioning group (CCG) may provide free communication support to NHS providers, such as GPs and dentists. If service providers don’t find out about such help and then fail to make the adjustment, this may be unlawful discrimination. The same applies if they know about such help but choose not to make use of it.

If there is no such financial help available, service providers may still have to make the adjustment if it is reasonable.

Example of unlawful cost adjustment

A guesthouse installs an audio-visual smoke alarm in one of its bedrooms to accommodate visitors with a sensory impairment. The landlady charges you more for this room because you are deaf, although it is otherwise identical to the other bedrooms. This is against the law.

When is it reasonable to make an adjustment?

The Equality and Human Rights Commission (EHRC, [see page 28](#) for contact details) has produced a statutory Code of Practice (the Code) that explains the Equality Act in relation to services in more detail. Courts have to take account of it where it's relevant.

The Code says that what is reasonable depends on the circumstances of the particular situation. It will vary according to:

- the type of services the service provider supplies
- the nature of the service provider and its size and resources
- the effect of the disability on the individual disabled person.

The Code lists some of the factors (important points) that a service provider could take into account when considering what is 'reasonable', although all the circumstances are relevant:

- How effective will the adjustment be in overcoming the difficulty disabled people face in accessing the service? For example, if there is a hearing loop, the service provider should make sure that it works and that staff know how to use it.

- How practical is it for the service provider to make the adjustment? For example, can a company book a sign language interpreter for a specific date? Interpreters are in short supply, and it's also important that the company gets someone who is suitably qualified.
- What are the financial and other costs of making the adjustment? A small company might find it difficult to pay for an expensive adjustment, but they might be able to afford a different one or something cheaper.
- Would making the adjustment disrupt the service provider's business? How serious would that be? A relatively minor disruption would not necessarily make it unreasonable.
- What has the service provider already spent on making adjustments? This depends on the size of the company, rather than the actual amount spent. For example, a small company may have a limited amount in its budget to spend on making adjustments.
- Can the service provider get advice about adjustments or help in paying for them?

Where possible, service providers should speak to customers who are disabled to make sure that the adjustment suits them. For example, if you are deaf or have hearing loss, a bank should ask you what sort of communication support you prefer.

Service providers must make whatever reasonable adjustment is possible. If it's not possible to make one adjustment, they should try to make another one. But service providers should not make an adjustment that involves less effort simply because it's easier than making the reasonable adjustment that works best.

Service providers should make sure that their staff members have deaf and disability awareness training. This includes managers and directors. It is particularly important for staff members who deal directly with customers to have training. This will help them adopt best practice when dealing with customers who are disabled. This could be a reasonable adjustment, and may be good for the service provider's business because it will attract more customers with disabilities.

Example of making a different adjustment

A museum is unable to book a lipspeaker for a lecture. Instead, it produces written lecture notes using clear, accessible English. This is a reasonable adjustment.

Protecting the fundamental nature of the service

Service providers are not required to change the fundamental nature of their service.

Example - fundamental nature of the service

A nightclub wouldn't need to turn down its music because you use hearing aids and find the volume uncomfortable - loud music is normal in a nightclub.

National security

The Equality Act doesn't apply to anything that's done to safeguard national security if it's proportionate (in line with the risk).

What is the public sector Equality Duty?

The public sector Equality Duty seeks to bring equality into the day-to-day business of public bodies (such as councils, the police and the NHS) in Great Britain. It requires public bodies, and other organisations with public functions, to think about the effect of their activities on different groups of people, such as those who are deaf, and how their different needs can be met.

They must have 'due regard' to the need to:

- eliminate discrimination and other unlawful conduct prohibited by the Act
- advance equality of opportunity between different groups of people - for example, those who are disabled and those who aren't (or between those with different impairments)
- foster (encourage) good relations between different groups of people.

The duty recognises that the needs of people who are disabled are different from the needs of people who are not disabled. Public bodies must take account of disabled people's impairments when they develop policy and deliver services - for example, through reasonable adjustments or positive action measures (positive action is explained on [page 15](#)).

Most public authorities also have specific duties to help them perform the Equality Duty more effectively. (The specific duties are different in Scotland and Wales.)

The Equality Duty is connected to the rights and duties that we've explained in this factsheet. You can use it to help challenge discrimination by public authorities.

You can't enforce the Equality Duty against a public authority – only the EHRC can do that ([see page 28](#) for contact details). But it may be possible to challenge a public body's actions (or lack of action) by asking the High Court for a judicial review (the EHRC can ask for this, too). A judicial review looks at whether the public body followed the right process, not whether its decision was right. It's a complicated and expensive procedure, and can take a long time, so you should take legal advice if you're considering it.

 To find out more, see our factsheet *The public sector Equality Duty*.

What is positive action?

The Equality Act allows service providers and associations to take positive action to promote equality of opportunity. They can take positive steps to help groups of people who are disadvantaged or have particular needs or are under-represented in particular activities. The action must be proportionate to what they are trying to achieve. This means it is appropriate and other action would be less effective. Positive action is voluntary – there is no requirement to take it.

The law allows people who are disabled to be treated more favourably (better) than people who are not disabled. In addition, service providers can use positive action to give preferential (better) treatment to people with a particular disability, to achieve equality of opportunity between people with different impairments.

Example of positive action

A voluntary organisation that runs summer play schemes for children with disabilities is aware that very few deaf children take part, so it sets up an additional play scheme just for deaf children. To encourage parents to enrol their children, it arranges free transport to and from the scheme with a BSL signer.

How does the Equality Act affect public functions?

The Equality Act covers the way public functions are carried out. A public function means a function of a public nature under the Human Rights Act 1998 (see our factsheet *The Human Rights Act*). Generally, public authorities, such as central government, local councils, NHS hospitals, the courts and social services, carry out these kinds of functions. You can think of them as 'activities' or 'responsibilities'.

Public functions cover activities such as policing, planning control, licensing, receiving someone into a prison, immigration detention and enforcing parking controls. They are generally carried out by the state. They are different from services that a private organisation could perform.

Examples - public functions

- policing – for example, a police officer conducting a house search, making an arrest or interviewing a witness to a crime
- procurement – for example, a government department invites businesses to bid for a contract (the business that gets the contract cannot discriminate against people who are deaf)
- public appointments – for example, someone sitting as a magistrate or as a member of an advisory committee.

Public functions may also be carried out by private or voluntary organisations – for example, when RSPCA inspectors make an inspection; or private health providers section a person (admit them to hospital) under the Mental Health Act; or voluntary organisations take on responsibilities for child protection.

Public authorities have more than one role – for instance, they may be landlords who employ people, so they're also employers. Many of the functions they carry out are services to the public – for example, social care services, library and leisure services, and medical treatment on the NHS. In these cases, public authorities are covered by the services part of the Equality Act. In practice, it doesn't

usually matter whether what is being done is a service or a public function, because the parts of the Equality Act applying to each are virtually the same.

When does discrimination happen in relation to public functions?

The Equality Act protects you against discrimination, harassment and victimisation in the same way as it does in relation to services. The duty to make reasonable adjustments also applies.

Example - refusal of a benefit

A couple who are deaf apply to adopt a child. They are told that because they are deaf, they would not be able to care for the child properly. This is direct discrimination.

Example - offensive treatment

A woman who is deaf is applying for welfare benefits and is asked to attend an interview. The interviewer makes offensive and derogatory comments about her deafness. This is harassment.

Objective justification in relation to public functions

Organisations carrying out public functions can justify indirect discrimination and discrimination arising from disability by saying that there was a good reason for what they did and they acted in a fair, reasonable and balanced way. For example, they looked at whether there was a less discriminatory alternative.

The Equality Act calls this ‘a proportionate means of achieving a legitimate aim’. We explain below how this works for public functions, but it also applies to services.

Proportionality (not using a sledgehammer to crack a nut) is an important principle. It means a public authority must weigh up the different actions it could take, and choose one that achieves its aim but does least harm. It is a balancing act but it must be necessary and appropriate in the situation.

A public authority has to show that:

- there is a real policy need that has to be achieved – this means it is a legitimate aim
- the authority’s action is a way of achieving this legitimate aim
- there is no way of achieving the aim that would have a less negative impact on people who are disabled.

Example – proportionality

A local authority (council) suspends its on-street parking on one side of a busy road, as it has to repair the centre of the carriageway and needs to free up the parking spaces for traffic. This means a resident who is disabled can’t use the disabled bay outside his house. He has to park on the opposite side of the road and has more difficulty getting to his house.

The local authority is trying to achieve a legitimate aim – maintaining the road. However, it could suspend parking on the other side of the road, which would have less of an impact on the man.

Its decision is not the option with the least impact, so this would not be ‘a proportionate means of achieving a legitimate aim’.

How does the duty of adjustment apply to public functions?

Organisations carrying out public functions have to make reasonable adjustments if people who are disabled are put at a ‘substantial disadvantage’ compared with non-disabled people.

The duty is very similar to the duty on service providers. It aims to ensure that the experience of disabled people in either case is as close as possible to that of non-disabled people.

Examples of reasonable adjustments in a public function

- A police officer is carrying out a public function when interviewing a witness who is deaf. Arranging a sign language interpreter for the interview would be a reasonable adjustment to make.
- A police force has a policy of not carrying any dogs except police dogs in police cars. This practice makes the experience of being arrested worse for disabled people who need assistance dogs. The police force changes its policy to allow an assistance dog to be carried in the car with the disabled person. This is a reasonable adjustment to make.

- Police officers searching someone's home are carrying out a public function. They ensure that a sign language interpreter goes with them, or is on call, if they believe the person is deaf. This would be a reasonable adjustment to make.

What do public authorities not have to do?

The Equality Act specifically says that a public authority is not required to take steps that it has no power to take, or which will mean that it will break any other legislation.

Example of a public authority not being required to make an adjustment

Someone who is deaf and uses BSL wants to take part in jury service but they would need a sign language interpreter to do so. The court (a public authority) is not required to provide an interpreter as a reasonable adjustment because criminal law does not allow an 'extra' person in the jury room for any reason.

How does the Equality Act affect private clubs and other associations?

The Equality Act covers clubs and other associations if they have 25 members or more, and people become members through a selection process under the association's rules. They don't have to have a formal constitution as long as the rules are known and followed. An organisation that the public can join

simply by paying a fee, such as a gym, is not an association under the Equality Act – it is providing services to the public.

Apart from private clubs, there are many different kinds of association, including organisations such as the Scouts and Rotary, and political parties.

Private clubs and other associations are covered by a different part of the Equality Act but it's similar to the services part. They come under other provisions if they have other responsibilities – for instance, if they're also an employer or if they provide services to the public. Associations that are charities are subject to additional provisions.

Private clubs with fewer than 25 members are exempt (excused) from the association provisions. But if they are sometimes open to the public – for example, for wedding receptions – they are service providers on those occasions.

Who is protected?

The Equality Act says that private clubs owe duties to:

- people who are disabled who may apply for membership
- members who are disabled
- associates who are disabled ('associates' is explained on [page 19](#))
- guests or potential guests who are disabled.

It is unlawful for a club to discriminate against you in the following circumstances.

In each case, it's also unlawful to victimise or harass you. It doesn't matter if the club carries out its activities for profit or not.

Applying for membership

A private club must not discriminate against you:

- in the arrangements it makes for selecting new members
- in the terms on which it admits you to membership – for example, asking you to pay a higher subscription than a hearing person because you're deaf
- by rejecting your application.

What rights do members or associates have?

A private club must not discriminate against you:

- in the way it allows you to access benefits, facilities or services (for simplicity, we'll refer to them all as 'benefits')
- by refusing you access to benefits
- by taking away or changing the terms of your membership
- by taking away or changing your rights as an associate
- by subjecting you to any other detriment (something that puts you at a disadvantage or in a worse position).

An associate is not a member. It is someone who, under the rules of the club, enjoys some or all of the rights enjoyed by a member. For example, a

sports club allows members of another club elsewhere in the country to use their sports facilities and the club's bar and café, just like members.

What if I am a guest or potential guest?

A private club must not discriminate against you:

- in the way it affords you access to benefits, facilities or services
- by refusing you access to benefits, facilities or services
- by subjecting you to any other detriment.

The club must also not discriminate against you:

- in the arrangements it makes for deciding who can be invited
- in the terms on which it invites you or allows you to be invited
- by not inviting or not allowing you to be invited.

The Equality Act does allow private clubs to restrict their membership to people with the same disability.

Example - restricted membership of a private deaf club

A private club restricts membership to people who are deaf or partially deaf. The club can refuse membership to a person with a different disability – for example, blindness, unless the person also has hearing loss. It could place similar restrictions on associates and guests.

Do private clubs and other associations have to make reasonable adjustments?

Yes. They have to make reasonable adjustments for all the groups of people mentioned under ‘Who is protected?’ on [page 18](#). These are broadly the same type of adjustments that service providers have to make. It is an anticipatory duty ([see page 12](#)), just as it is for services.

How does the Equality Act affect public transport and taxis?

The Equality Act covers most parts of public transport. Since the start of 2017, all buses have had to be accessible, and all trains and coaches have to be accessible by 2020. Services on board transport vehicles are covered by the services provisions, but not if you are travelling by air or across water.

Disabled people travelling by air in Europe have certain rights under EC Regulations, through the Civil Aviation Regulations on Access to Air Travel for Disabled Persons and Persons with Reduced Mobility. The Civil Aviation Authority (CAA) is responsible for enforcing these in the UK.

However, once on board, passengers who are disabled are subject to international rules on air travel. You can only claim compensation for death, injury or lost baggage, so you cannot claim compensation from an airline for injury to feelings if you’re discriminated against during a flight – for example, if

the airline refuses to seat you next to a family member. The CAA has the power to enforce the EC Regulations but, at the time of writing, it hasn’t taken action.

Transport service providers come under the services part of the Act when they run services for the use of buses, coaches, trains and taxis, but not for ships and aircraft.

The Act also covers transport locations such as stations, airports and ferry terminals – and transport services such as timetables, booking facilities and waiting rooms.

Transport providers must not discriminate against you, or victimise or harass you:

- by refusing to provide a service – for example, a train-operating company should not forbid you to travel on the train with a hearing dog
- in the way they provide the service while you’re travelling in the vehicle – for example, a bus driver shouldn’t be rude to you on board a bus because you can’t hear what he says.

Transport providers also have to make certain types of reasonable adjustment. They have to do this if the adjustments are connected to the way they provide the vehicle or to the disabled people using it.

Example – reasonable adjustment

The bus driver announces the next stops on a journey. The driver usually only stops when a passenger presses the ‘stop’ button. However, passengers who are deaf cannot hear the announcement and may not know when to press the ‘stop’ button.

When a passenger tells the bus driver where they want to get off, the bus driver stops automatically and signals to the passenger that they are at the requested stop.

Note: The government has introduced new powers in the Equality Act to require bus companies to have audio-visual announcements on their buses.

Passengers who are deaf will be able to see the stops displayed. We will update this factsheet when the new requirements come into force. At the time of publication of this factsheet, no information was available about when this might happen.

Example - reasonable adjustment not provided

A tour operator bringing holidaymakers back to the UK refuses to help a disabled passenger at the airport who feels unwell while queuing. This is a breach of their duty. Finding her a chair to sit on would be a reasonable adjustment.

Note: The EASS helpline doesn't deal with air transport complaints – they are the responsibility of the Civil Aviation Authority (CAA, [see page 26](#) for contact details). You'll also find links to more information about air travel on the EHRC and Gov.uk sites ([see page 28](#)).

What about hearing dogs and transport?

If a train operating company does not allow dogs on any of its trains, it is likely to have to change its policy for registered assistance dogs, including hearing dogs.

Bus drivers may not refuse to carry registered assistance dogs, including hearing dogs.

The Equality Act makes it a criminal offence for licensed taxi and private minicab drivers to refuse to carry you as a passenger if you have a registered guide dog or assistance dog with you; or to charge you more, or to refuse to allow the dog to stay with you.

The Act says that a taxi driver or minicab driver can only refuse to carry a registered assistance dog if the driver has a medical exemption certificate issued by the licensing authority. The driver must display the exemption certificate at all times. It's a criminal offence to forge an exemption certificate.

This part of the Equality Act only applies to registered assistance dogs, such as those trained by Hearing Dogs for Deaf People. You must make sure that your dog is wearing the jacket that says 'Hearing Dogs for Deaf People'. If the training charity has issued you with an identification card for your dog, please carry it with you, so you can show that it is a registered assistance dog. If you have any problems with a taxi or minicab, you should report it to the licensing authority and give them the vehicle registration number and the driver's badge number.

There are similar requirements for taxi and minicab drivers to carry passengers who use wheelchairs (if the vehicle is listed by the local authority as wheelchair accessible) but until now they've not been in force. The government intended to introduce them in 2017. It will be a criminal offence for drivers to refuse to

carry you or provide assistance, or to charge you more, unless they're exempted for medical reasons.

For more information and guidance on using taxis and private minicabs, contact the Department for Transport (DfT, [see page 27](#) for contact details). The DfT can also provide you with guidance leaflets on accessible transport and the duties of transport operators.

How does the Equality Act affect insurance?

Providing insurance is a service under the Equality Act. It is discriminatory to offer insurance on different terms to people who are disabled. However, there is a specific exception that allows insurers to discriminate against a person who is disabled, if that's reasonable and it's based on relevant and reliable information. So an insurance provider could refuse cover or charge you higher premiums if they have reliable figures that show you are more of a risk because of your deafness and you can't produce evidence to disprove them.

Example - refusing insurance (reasonable)

If it's likely that your hearing loss will get worse, an insurance company may refuse you cover for the effects of hearing loss.

Example - higher premiums (not reasonable)

An insurance company demands that you pay a higher premium for driving a car. Because there's no evidence that people who are deaf are more at risk of an accident, this is likely to be unlawful.

How does the Equality Act affect premises?

The Equality Act also applies to premises. It affects the sale or rental of property - houses, flats and offices. It covers:

- selling of property
- letting of property
- management of property
- lists of available properties held by local authorities or housing associations
- some types of reasonable adjustment.

There are exemptions for private sales, small dwellings and premises that are also occupied by the landlord or building owner.

When does discrimination happen in relation to premises?

People who are disabled can face discrimination by property owners. They can also experience discrimination from someone managing the premises - for example, a landlord's agent, property manager, tenants' committee, accommodation bureau, caretaker, estate agent or rent collector. It is unlawful to discriminate against you, or victimise or harass you, in the following circumstances.

Selling or letting premises

A landlord or property owner (including a company or other legal entity) must not discriminate against you by:

- offering the premises on less favourable (worse) terms
- refusing to sell or let the premises
- treating you less favourably when you're looking for premises – for example, in relation to a housing list, a local authority fails to give you fair priority for a transfer.

Example – less favourable terms

A flat owner offers her property to someone who is deaf at a higher price than she would to a non-disabled person, just because the buyer has a disability. This is direct discrimination.

Permission to sell or let

If you need permission from someone to sell, let or sublet premises, they mustn't discriminate against you by withholding (refusing) permission. And they mustn't victimise you in this way or harass you.

Example – withholding permission

A tenant who is deaf seeks permission from his landlord to sublet a room in his flat to help him pay the rent. The landlord refuses permission because the tenant is disabled. This is direct discrimination.

Management of the premises

A person managing the premises, including companies and other legal entities, and also possibly the owner, must not discriminate against you:

- in the way they allow you to use any benefits or facilities associated with the premises – for example, a landlord restricts the times when you can use a communal kitchen in a block of flats
- by refusing to allow you to use benefits or facilities – for example, a caretaker doesn't allow you to park your car in a communal underground car park beneath the block of flats
- by evicting or helping to get you evicted
- by subjecting you to any other detriment (something that puts you at a disadvantage or in a worse position).

Reasonable adjustments

There is a duty to make reasonable adjustments in relation to premises – both residential and commercial. This only applies to the use of the premises. Landlords and management companies do not have to remove or alter physical features. These landlords and managers are called 'controllers of premises'.

Controllers of premises have to make the following reasonable adjustments but only if you, or someone on your behalf, asks for them:

- change a provision, criterion or practice (the way things are done)

- provide an auxiliary aid or service – for example, fitting a doorbell, entry phone or intercom that you can use
- change a term of a lease.

A similar duty relates to freehold properties in blocks of flats, shops and offices – called ‘commonhold’.

Examples – reasonable adjustments for tenants

- Changing a provision, criterion or practice – a large housing association provides a DVD that explains the terms of its leases in BSL. All the leases are the same, so the association can use the DVD for other tenants who use BSL.
- Changing a term of the lease – waiving a ‘no pets’ policy for a disabled person who has a hearing dog.
- Providing an auxiliary aid – providing a portable hearing loop for meetings with tenants who have hearing loss.

Physical features

Landlords and managers of rented premises do not have to remove or alter physical features. But the Equality Act states that some things don’t count as alterations to physical features, including:

- changing a sign (or putting one up)
- replacing or adapting a doorbell or a door entry system (or putting one in)
- changing a tap or door handle.

This means, for example, you could ask your landlord to provide a doorbell with a flashing or vibrating alert.

Improvements by tenants

Although landlords don’t have to alter the physical features of rented premises, the Equality Act states that landlords cannot unreasonably refuse to allow tenants who are disabled to make changes to the property themselves. This only applies if the reason you need to make the change is because of your disability – for example, you need to install a walk-in shower because you cannot physically use a bath. You must ask permission first and you’ll have to pay for the alterations yourself.

Common parts

The Equality Act includes a duty on landlords to agree to changes to the common parts of a building, such as the hallway or stairs in a block of flats, if you request them and the other tenants agree. There’s a different duty in Scotland. But neither duty is yet in force, so at the moment you can’t make the landlord do this.

How can the Human Rights Act help?

The Human Rights Act 1998 gives everyone, including people who are disabled, additional rights. It applies to public authorities – for example, local or central government or an NHS Trust – and other organisations that carry out public functions.

Depending on the circumstances, you may be able to bring a claim under both the Human Rights Act and the Equality Act. Even if you don't have a claim under the Equality Act, you might still have a case under the Human Rights Act. You have to bring a claim within one year of the date when you believe your rights were breached (this means the date when the public authority did something you think is against your human rights). But if you bring a claim through judicial review, you only have three months.

If you make a discrimination claim under the Equality Act, the court must consider whether the Human Rights Act is relevant to any part of the case. It has to interpret the Equality Act in line with your rights under the Human Rights Act, if it can. The Convention on the Rights of Persons with Disabilities may also be helpful to your claims.

 For more information, see our factsheet *The Human Rights Act*.

What should I do if I think I've been discriminated against?

Citizens Advice explains what you need to think about, how to make a complaint, how to take legal action, and how to get help in a number of areas, including:

- discrimination in goods and services
- discrimination in health and care services
- discrimination about housing

- harassment
- court action (small claims)
- court action in the sheriff court (Scotland).

You can find links to useful online information from Citizens Advice on [page 26](#).

You can also get information on what action to take if you think you've been discriminated against from many of the other organisations listed on the following pages. As noted, some also provide free legal advice and support.

Where can I get further information about my rights and discrimination?

Action on Hearing Loss

The other factsheets in our **Your rights** range are:

- *The Equality Act 2010 – an overview*
- *How does The Equality Act 2010 define 'disability'?*
- *The Human Rights Act*
- *The public sector Equality Duty*
- *Your rights as an employee.*

You can order these from our Information Line ([see last page](#) for contact details) or download them from our website at actiononhearingloss.org.uk/factsheets

Other organisations

Citizens Advice

The Citizens Advice service helps people resolve their legal, money and other problems by providing free information and advice. To find your nearest Citizens Advice Bureau, and for useful online information, visit the Citizens Advice website:

England and Wales: citizensadvice.org.uk

Scotland: citizensadvice.org.uk/scotland

Northern Ireland: citizensadvice.org.uk/nireland

Useful pages on the Citizens Advice website:

Discrimination advice in BSL:

citizensadvice.org.uk/resources-and-tools/advice-in-bsl/discrimination-advice-in-bsl

Taking action about discrimination in goods and services: citizensadvice.org.uk/consumer/discrimination-in-the-provision-of-goods-and-services/discrimination-in-the-provision-of-goods-and-services1/taking-action-about-discrimination-in-goods-and-services/taking-action-about-discrimination-in-the-provision-of-goods-and-services/

You can check the position in Scotland, Wales or Northern Ireland by changing the country on the Citizens Advice website.

Civil Aviation Authority (CAA)

Handles air travel complaints.

External Response Team (Complaints)
Civil Aviation Authority
Gatwick Airport South
West Sussex
RH6 0YR

Online complaints form: publicapps.caa.co.uk/modalapplication.aspx?appid=55
Website (passengers with disabilities): caa.co.uk/Passengers/PRM/Passengers-with-disabilities-and-reduced-mobility

Civil Legal Advice (CLA)

A free and confidential service in England and Wales for people who are eligible for legal aid. If you are not eligible for legal aid, CLA will direct you to other services.

Telephone: **0345 345 4345**

Textphone: **0345 609 6677**

Text: text 'legallaid' and your name to **80010** to ask CLA to call you back (costs the same as a normal text message)

Website: gov.uk/civil-legal-advice

BSL (booking an online interpreter): interpretingline.co.uk/home

Civil Mediation Council

The recognised authority in the country for all matters related to civil, commercial, workplace and other non-family mediation.

Website: civilmediation.org

Contact Scotland BSL

Scotland's British Sign Language Interpreting Video Relay Service (VRS) – enabling contact with all of Scotland's public bodies and third sector organisations, including those that provide information on rights.

Online contact form:

contactscotland-bsl.org/contact

Website: contactscotland-bsl.org

Department of Justice Northern Ireland

Provides information on all aspects of the legal system in Northern Ireland, including compensation, courts, tribunals and legal aid.

Department of Justice
Block B
Castle Buildings
Stormont Estate
Belfast
Northern Ireland
BT4 3SG

Telephone: **028 9076 3000**

Textphone: **028 9052 7668**

Website: justice-ni.gov.uk

Department for Transport

Oversees the delivery of a reliable, safe and secure transport system.

Department for Transport
Great Minster House
33 Horseferry Road
London SW1P 4DR

Telephone: **0300 330 3000**

Website: dft.gov.uk

Online contact form: forms.dft.gov.uk/contact-dft-and-agencies

Disability Law Service (DLS)

The online home of the Disability Law Service, with a mission to provide free legal advice to people with disabilities and their carers to ensure that they have access to their rights and justice.

You can request advice by email or post if you can't use the phone. If you say you have a hearing loss, DLS will try to respond more quickly.

The Foundry
17 Oval Way
London SE11 5RR

Telephone: **020 7791 9800**

Email: advice@dls.org.uk

Website: dls.org.uk

You can request advice by email or post if you can't use the phone. If you say you have a hearing loss, DLS will try to respond more quickly.

Equality Advisory Support Service (EASS)

The EASS helpline gives information, advice and support on discrimination and human rights issues to people in England, Scotland and Wales.

FREEPOST EASS HELPLINE FPN6521

Freephone: **0808 800 0082**

Textphone: **0808 800 0084**

Online contact form:

www.equalityadvisoryservice.com/app/ask

Website: equalityadvisoryservice.com

Equality and Human Rights Commission (EHRC)

The EHRC protects human rights, promotes equality and challenges discrimination. It publishes statutory codes of practice and a wide variety of practical guidance and advice.

Website: equalityhumanrights.com

Website (disability and air travel): equalityhumanrights.com/en/advice-and-guidance/disability-and-air-travel

Equality Commission for Northern Ireland

An independent public body that promotes equality and challenges discrimination, through advice, support and enforcement.

Equality House
7-9 Shaftesbury Square
Belfast
BT2 7DP

Telephone: **028 90 500 600**

Textphone: **028 90 500 589**

Fax: **028 90 248 687**

Email: information@equalityni.org

Website: equalityni.org/Individuals

Equally Ours

A partnership between eight national charities to raise public awareness of human rights in everyday life. The website includes lots of real-life case studies: equally-ours.org.uk

Gov.uk

A government website providing information about a wide range of topics, including the Equality Act 2010, disability rights and welfare benefits. It also gives links to online government services and organisations offering advice and support:

Website: gov.uk/browse/disabilities

Website: gov.uk/check-legal-aid

Website (Equality Act 2010 guidance): gov.uk/guidance/equality-act-2010-guidance

Website (transport and disability): gov.uk/transport-disabled/planes

HM Courts & Tribunals Service

Provides information on a range of subjects, including finding a court or tribunal, court and tribunal forms, and fees and help with fees.

Website: www.gov.uk/government/organisations/hm-courts-and-tribunals-service

(see also Scottish Courts Service, [page 31](#))

Law Centres Network

Law Centres provide free advice and representation. You can find details of your local Law Centre from the Law Centres Network:

Online contact form:

lawcentres.org.uk/contact-us

Website: lawcentres.org.uk/i-am-looking-for-advice

LawWorks

A charity working in England and Wales to connect volunteer lawyers with people in need of legal advice, who are not eligible for legal aid and cannot afford to pay, and with the not-for-profit organisations that support them.

Website (find a clinic near you):
lawworks.org.uk/legal-advice-individuals/find-legal-advice-clinic-near-you

Liberty

A campaigning organisation that protects civil liberties and promotes human rights. It has a telephone advice line for free legal advice in England and Wales, or you can use the online query form.

Telephone: **020 7403 3888**
Online contact form:
liberty-human-rights.org.uk/contact-us
Website: liberty-human-rights.org.uk

NI Direct

Comprehensive information about government services in Northern Ireland, including on a wide range of services for people with disabilities.

Website (Contacts A-Z):
nidirect.gov.uk/contacts
Website: nidirect.gov.uk
Website (people with disabilities):
nidirect.gov.uk/information-and-services/people-disabilities

Office for Disability Issues

Works across government to ensure equality becomes a reality for people who are disabled. Its website has information about the UN Disability Convention.

Website: gov.uk/government/organisations/office-for-disability-issues

Royal Association for Deaf people (RAD)

Provides a wide range of services that Deaf people want and need. All services are delivered in British Sign Language. Also works with mainstream services to help them to ensure their services are accessible to Deaf people.

Telephone: **0845 688 2525**
Email: info@royaldeaf.org.uk
Website: royaldeaf.org.uk

Scottish Court Service

Information about the Scottish Courts and Tribunals Service, the Judiciary of Scotland, the Supreme Courts, Sheriff Courts, Sheriff Appeal Courts, Justice of the Peace Courts, Tribunals and Office of the Public Guardian.

Scottish Courts and Tribunals Service
Saughton House
Broomhouse Drive
Edinburgh
EH11 3XD

Telephone: **0131 444 3300**
Fax: **0131 443 2610**
Email: enquiries@scotcourts.gov.uk
Website: scotcourts.gov.uk

Scottish Legal Aid Board

Provides information about legal aid and whether you may qualify, and where to find a legal aid solicitor.

Thistle House
91 Haymarket Terrace
Edinburgh
EH12 5HE

Telephone (switchboard): **0131 226 7061**

Telephone (legal aid information line):
0845 122 8686

Telephone (financial assessment for legal aid): **0845 123 2330**

Email: general@slab.org.uk

Website: slab.org.uk

Welsh Government

Cathays Park
Cardiff
CF10 3NQ

Telephone (English): **0300 060 4400**

Telephone (Welsh): **0300 060 4400**

Email (English):

customerhelp@wales.gsi.gov.uk

Email (Welsh): cymorth@cymru.gsi.gov.uk

Website: wales.gov.uk

Information you can trust

The Information Standard certifies us as producers of high-quality, evidence-based information.

Thank you to **Jenny White, our legal expert**, for helping us review and update this factsheet, published August 2017, using the latest government legislation.

Did you find this factsheet helpful?

We'd love to know what you think of this factsheet – please email us at reviewpanel@hearingloss.org.uk

If you'd like to join our Readers' Panel, to help us create new publications and improve existing ones, please let us know.

Further information from Action on Hearing Loss

Our expert information covers everything you need to know about:

- hearing loss and deafness
- tinnitus
- ear problems and treatments
- hearing aids and cochlear implants
- useful products and technology
- communication tactics and support
- benefits and grants
- your rights.

Visit our website actiononhearingloss.org.uk or call our Information Line ([see last page](#)) for information, support and publications. You can also find out about services in your area, our hearing research, and how you can get involved.

Please help us support others

We provide our leaflets, factsheets and Information Line service free of charge to anyone affected by deafness, tinnitus or hearing loss in the UK. We rely on the generosity of our supporters to help us do this. We would be very grateful if you would consider making a donation - of as little or as much as you can afford.

Please send a cheque, payable to Action on Hearing Loss, to:

Freepost RTLX-CZKX-BTTZ
Action on Hearing Loss
1-3 Highbury Station Road
London N1 1SE

(No stamp needed)

Donate online at actiononhearingloss.org.uk/icanhelp

Or make a donation over the phone by credit or debit card:

 **0203 227 6182**

 **0203 227 6185**

Thank you.

Our purpose is to help people confronting deafness, tinnitus and hearing loss to live the life they choose. We enable them to take control of their lives and remove the barriers in their way.

To find out more about what we do and how you can support us, go to actiononhearingloss.org.uk

Action on Hearing Loss Information Line

Telephone **0808 808 0123**
Textphone **0808 808 9000**
SMS **0780 000 0360**
(standard text message rates apply)
Email **information@hearingloss.org.uk**

Join us



Action on Hearing Loss



@ActionOnHearing

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