



In Your Stride

Progression to Solution

‘Accessible Solutions’ Manual

Why use our ‘Accessible Solutions’ Manual?

Our ‘Accessible Solutions’ manual enables you to find out what you want, when you want it. It gives you easy to reference information on a wealth of disability issues specifically tailored for the hospitality industry.

Our experts have researched disability law and case history and combining this with our knowledge and experience provided the information you need broken down into relevant sections. Intended as a starting point to enable you to determine any actions required in relation to your business, it is also a convenient reference source for the future.

Our Manual, together with our other services, will help you to decide what reasonable adjustments you are required to make. It is not only about meeting your obligations under the Disability Discrimination Act 1995 (DDA). Attracting disabled people as valued customers will contribute to the profitability of your business.

What does the Manual cover?

Our manual will help you look at your business with fresh eyes. It will guide you through the following topics:

The Law	<p>What it does, and does not, require you to do.</p> <p>Our experts have analysed the key elements of the DDA and we present these in an easy to reference format.</p> <p>We tell you who is covered by the Act and relate their needs specifically to the hospitality industry.</p> <p>Case studies are highlighted which illustrate likely outcomes if complaints are taken to the courts.</p>
Reasonable Adjustments	<p>Everyone asks ‘what is a reasonable adjustment?’</p> <p>What is reasonable will be different for each business.</p> <p>We illustrate how to assess what is reasonable for your business and why it makes sound business sense to carry out many of the changes.</p> <p>We provide examples of reasonable adjustments, who they benefit, and where they are relevant.</p> <p>We help you decide what you should do in your business.</p>

**Information
for Customers**

First impressions count.

The first contact with your customer will inform their decision as to whether to use your service, or to go elsewhere.

Many disabled people rely particularly on the internet. Your website can easily be made more accessible enabling them to glean vital information.

Printed information is also important. We tell you when Braille is required and how you can make your printed material more readable without destroying your house style.

**Physical
Solutions**

We illustrate the importance of good physical design.

Nobody wants to use a facility that looks like a hospital ward.

Good design can provide unobtrusive features that are only obvious to those who need them.

We provide design sheets for all of the common areas where physical adjustments are required including:

Parking
Stairs and Ramps
WCs
Bedrooms and Bathrooms *and many more*

Employment

Are skills shortages and high staff turnover a problem?

Disabled workers typically have better attendance records and stay with employers for longer

This makes it worthwhile to encourage applications from people with disabilities.

Employment provisions are covered in detail and include issues relating to recruitment, training and promotion.

How do I order a copy of 'Accessible Solutions'?

The In Your Stride Accessible Solutions Manual is available at a cost of £35.00 plus £3.00 p&p.

To order your copy, or for advice on disability matters contact us at:

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Be Informed – order your 'Accessible Solutions' manual today