

## Accessibility in Pubs - introduction

The majority of the provisions of the Disability Discrimination Act remain in operation under the new Equality Act 2010. This legislation seeks to prevent discrimination against disabled people in all areas of life whether in employment or leisure.

Pubs are the home of hospitality in the UK and are widely known and prized for their warm welcome and excellent service. We want as many people as possible to enjoy going to pubs including those with access needs and with an estimated £2 billion a year market at stake it is worthwhile from a business perspective as well.

BBPA recognises that pubs are not always able to make substantial physical adjustments often due to the nature of the pub building although provision for disabled people should always be considered when making large alterations and refurbishments to pubs. However, excellent service is already a core part of what pubs offer and this can be key in assisting those with access needs and making them feel welcome and catered for.

### An Open Welcome - Why being accessible is good for your pub

The BBPA has produced a guidance document on how to make pubs as accessible as possible with a foreword by Paralympian Dame Tanni Grey-Thompson.

An open welcome - Why being accessible is good for your pub, highlights the benefits of making a pub venue as accessible as possible for disabled customers, and why being accessible is good for business, too.

Issues such as staff training, improving physical access, signposting and liaising with local authorities are all covered, alongside several case studies from BBPA members showing how taking action has improved their business and helped customers.

Also available is a [short film](#) featuring Dame Tanni was filmed at the Duke of York Pub in Borough, a Shepherd Neame which appears as a case study in the guidance.

The film covers some of the steps that pubs can take to become more accessible and includes an interview with the licensee at the pub about what she has done to make customers with different needs welcome.

### Access Statements

One of the most important things for those with disabilities and access needs is knowing what to expect when they go somewhere. One thing that pubs can do is provide this information. An Access Statement is a document outlining to potential visitors the type of facilities that they have within their pubs and the support that staff can offer to make customers feel at home. The BBPA has a guide on why completing an Access Statement can make a real difference to your pub business, along with a step by step guide to creating one.

You can create your Access Statement on the [Visit England website](#).