

Out and about

Public spaces

Road crossings and traffic signs
not accessible



**RIGHT TO
PARTICIPATE**

Useful knowledge

The Equality Act 2010 requires service providers, including shops, pubs, restaurants, art galleries, museums and theatres to make reasonable adjustments, if asked, to ensure that disabled people can use those services.

This can include providing additional support or assistance, providing a ramp to ensure wheelchair access, or making information available in alternative formats, such as braille or easy-read.

If you need reasonable adjustments that do not appear to be available, you will have to ask for them yourself. However, the Equality Act also requires service providers to think ahead and develop adjustments they think disabled people using their services are likely to ask for. Failure to make reasonable adjustments, particularly when you ask for them, is a form of discrimination.

Speaking to or writing to the owner or manager of a service is often the best way to ensure your access needs will be met. If you know what kind of adjustments you need, it is usually easier to get them implemented.

Road crossings and traffic signs

Local councils are required to follow the Equality Act, including making road crossings and signs as accessible as possible. Pelican road crossings (a crossing where pedestrians push a button to change the lights to cross) should have an audible signal, usually a beeping sound to accompany the signal lights, and a tactile signal, which is a small cone underneath the pedestrian crossing button. Pedestrian crossings should – with some exceptions, typically in heritage areas – have a bumpy tactile surface at the edge of the pavement, so you can feel if you are about to walk onto the road.

Useful skills

- Effective communication
- Negotiation skills

Ways to assert your legal rights

- 1.** Contact the local council and tell them, in as much detail as possible, what is missing from the road crossing and what should be there. This will usually involve speaking to or writing to someone from the local council's transportation or roads staff. Patiently, but firmly, explain what is missing, how this affects you, and what the council should do about it. Make the point that, if they don't do anything about it, they may be in breach of the Equality Act.
- 2.** If the Council refuses to make an adjustment you think is reasonable, or otherwise discriminates against you based on your disability, you can take them to court. You should seek legal advice before doing this. There are strict time limits for taking legal action under the Equality Act. You have six months minus one day from the date of discrimination to make your claim in the County Court. A court can allow a claim out of time in limited circumstances. You can claim for compensation, and a legal order for the service provider to make the reasonable adjustments you had asked for but been refused.

You can get more help from

The [Equality Advisory & Support Service \(EASS\)](#) runs a free helpline assisting individuals with equality and human rights issues across England, Scotland and Wales.

Telephone • 0808 800 0082
Text phone • 0808 800 0084
Email • [through websites form](#)