

FEATURES REQUIRED FOR EQUALITY ACT 2010 (DDA) COMPLIANCE.

IPGUARD PRO

The door is open

Voice output information messages, to indicate call progress, door has been opened etc.



Part M: The centre of the top buttons must never be higher than 1.2 metres above FFL.



Markings illuminated for the visually impaired.*



Large markings for day time usage when illumination does not assist.



Blind or severely visually impaired persons need braille embossing on the buttons so that if they know the flat number they are visiting, they can still call. Buttons must be illuminated for night time usage.



Part M: No visitor operating buttons must be lower than 75cms above FFL (hand & wrist movement).



A resident with hearing impairment must be provided with video of the visitor. A resident with visual impairment must see a close up of the visitor. Remember, the camera in the panel is for the benefit of the resident only not the visitor.



Hearing impaired visitors need visual aids to help them call the correct flat, to know when a call has been answered, when to start speaking, when the door has been unlocked etc. The panel needs to have a clear display and visual indicators.



Proximity reader:

- Obvious (image of a key)
- Illuminated for night time
- Bright so stands out
- LEDs to indicate door open
- Buzzer to indicate door open



Hearing aid loop.



Tactile, raised and large (15.6mm diameter) for the arthritic.



* Panels with a yellow ring only around each button are not compliant because the yellow rings are of no use at night, no use to the colour blind, and do not assist in identifying the markings on a button.

THE DISABILITIES THAT MUST BE ADDRESSED ARE:



Hearing problems



Visual problems



Wheelchair users



Elderly, mobility problems



Arthritic

Illuminated blue in standby.
Changes to green on door open.
Changes to red if access denied.



Voice output information messages, to indicate call progress, door has been opened etc.



The door is open

Part M: The centre of the top buttons must never be higher than 1.2 metres above FFL.



Proximity reader:

- Obvious (image of a key)
- Illuminated for night time
- **Bright so stands out**
- LEDs to indicate door open
- Buzzer to indicate door open



Large markings for day time usage when illumination does not assist.



Blind or severely visually impaired persons need **braille embossing on the buttons** so that if they know the flat number they are visiting, they can call without pressing any other buttons. Illuminated for night time usage.



IPGUARD MINI PLUS



A resident with hearing impairment must be provided with video of the visitor. A resident with visual impairment must see a close up of the visitor. Protected pinhole camera.



Hearing impaired visitors need visual aids to help them call the correct flat, to know when a call has been answered, when to start speaking, when the door has been unlocked etc. The panel needs to have a clear display and visual indicators.



Hearing aid loop.



Markings illuminated for the visually impaired.



Tactile, raised and large buttons (15.6mm diameter) for the arthritic.



Part M: The bottom of the keypad must never be less than 75cms above FFL (hand & wrist movement).



Equality Act 2010 compliance

Equality Act 2010 compliance means that the service provided must not discriminate against people with disabilities. The objective of the ACT is to make sure that disabled persons can access the services that have been provided as easily as able bodied persons.

It is, therefore, **reasonable** that a visitor door entry system must not be audio only - if it is to comply with the **Equality Act** because **a resident with a hearing disability** would clearly be disadvantaged and **would benefit from being able to view visual images**.

A resident with a hearing or mobility disability needs to be able to hear, speak and open the door to the visitor as easily as an able bodied person.

Visuals from a visitor door entry system must be provided to flats. A resident with a visual or mobility disability needs to be able to view the visuals as easily as an able bodied person.

The visitor door entry panel and resident access control system must be easy to use by disabled persons. Large illuminated buttons /displays / readers, braille, voice and visual information output messages, visual icons, and hearing aid loops are all features which make actual usage of the panel by disabled persons as easy as for able bodied persons.

Fireman switches, trades buttons, programming buttons and cameras are never actually used by visitors and so have no relevance to Equality Act 2010 compliance; for example, the camera providing the visual pictures (services) to residents is not a 'touch' device used by visitors.

The Equality Act 2010, the "ACT", requires public bodies, landlords and other service providers to prevent and address disability discrimination. The Equality Act serves not only to ensure that these various bodies do not discriminate, but there can also be a positive legal requirement on these bodies to make **reasonable changes** to improve services for disabled people.

The Equality Act protects anyone with a **disability**, defined as "a physical or mental impairment that has a substantial and long-term adverse effect on the ability to carry out normal day-to-day activities". Blind, visually impaired, hearing impaired, speech impaired, arthritic and the mobility impaired (physically disabled and elderly) are all protected as **disabled**.

The requirement to make **reasonable changes** applies to landlords and service providers. A service provider is defined in the Equality Act as "a person concerned with the provision of a service to the public or a section of the public (for payment or not)". This is clearly a wide definition and includes all bodies that deal directly with members of the public, including Housing Associations and all other services provided by government departments. A builder would be a service provider to the extent that they provide services to the public. This duty requires service providers to take positive steps, and not simply to avoid discrimination.

Reasonable changes are required wherever disabled people would be at a substantial disadvantage compared with non-disabled people. A substantial disadvantage is defined as a "disadvantage which is more than minor or trivial".

Importantly, landlords and service providers are now obliged to think ahead and take steps to address barriers that impede disabled people and not wait until a disabled person experiences difficulties using a service.

Furthermore, the Equality Act also imposes a duty on public bodies (under section 149) to "advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it". The definition of public body includes councils, hospitals, police across the UK. Therefore, failure by a public body to approve of systems that can assist persons with disabilities may be in breach of disability discrimination legislation, and failure by a public body to use systems that can assist persons with disabilities may be in breach of disability discrimination legislation.

The following may be considered as examples of disability discrimination:

- 1. Failure by a public body, landlord or other service provider to approve or implement visitor door entry systems and/or resident access control systems which would assist disabled persons.**
- 2. Approval (or failure to adjust) by a public body, landlord or other service provider of a visitor door entry system and/or resident access control system which places disabled people at a disadvantage which is more than minor or trivial.**

QUICK CHECKLIST

- | | TICK |
|--|--------------------------|
| 1. Camera integral to panel so that a resident with visual impairment can see a close-up of the visitor. | <input type="checkbox"/> |
| 2. Large, raised tactile buttons. | <input type="checkbox"/> |
| 3. Large descriptive markings / digits on buttons for daytime use. | <input type="checkbox"/> |
| 4. Large illuminated digits on buttons for night time usage. | <input type="checkbox"/> |
| 5. Braille embossing on buttons. | <input type="checkbox"/> |
| 6. Visual output information messages and LED icons on the panel to assist the hearing impaired. | <input type="checkbox"/> |
| 7. Voice output information messages on the panel to assist the visually impaired. | <input type="checkbox"/> |
| 8. Large obvious proximity keyfob reader with visual and audible output. | <input type="checkbox"/> |

Note: it must be obvious where the proximity reader is and what it is for, consider night time usage (if you have trouble seeing it or knowing what it is, it cannot be Equality Act compliant).

JUST LOOK AT THE VISITOR DOOR ENTRY PANEL:

What meaningful features have been provided to make it easier for blind, visually impaired, hearing impaired, arthritic, mobility impaired, or elderly people?



+44 (0)1442 211848
security@nacd.co.uk

www.nacd.co.uk
f in nacdltd

Unit 8, Heron Business Park, Eastman Way,
Hemel Hempstead, Hertfordshire, HP2 7FW

