

We are proud
partners of the



Card Scheme

Fair4All Card Scheme: Partner Briefing

Scheme created by:

Buckinghamshire Disability Service

Charity number 1102511

About the Fair4All Card Scheme

An introduction to what the Fair4All Card is and how it works.

What is the Fair4All Card Scheme?

The Fair4All Card is a secure photo card issued to people who meet the legal definition of disability and are legally entitled to reasonable adjustments.

The Fair4All Card uses tailored written statements to help disabled people communicate what they are legally entitled to.

We don't list anyone's disabilities or conditions and instead our dedicated team review evidence provided by the applicants. This means that we check what each person is legally entitled to, so that other people don't have to try to guess.

We work with each applicant individually to work out what statements to include because everyone needs something slightly different.



The Fair4All Card issued by BuDS looks like this.

The card will have:

The Fair4All logo and verification statement



Issued and verified by
Buckinghamshire
Disability Service (BuDS)

The card holder is a disabled person under the Equality Act 2010 and is legally entitled to reasonable adjustments for their disability



John Smith
00002JS

The picture of the card holder

The reasonable adjustments the cardholder needs

The card holder is legally entitled to reasonable adjustments. Please accept that they:

- are unable to stand in queues
- need quick access to seating
- use lip-reading
- require a carer to accompany them
- need constant access to medication

SAMPLE

The card holder name and unique card number

Card is the property of BuDS (charity 1102511) and must be returned upon request. Not legal proof of identity. More information at www.fair4all.org.uk



The BuDS logo and further information

What should happen when the Fair4All Card is presented?



Respond discreetly to minimise unnecessary attention

The card will list the adjustments the Card Holder needs. e.g. needs quick access to seating

Do your best to provide the adjustments on the card using the guidance from the following slides

If you don't understand the exemptions requested, the Card Holder may be able to explain

Why is the Fair4All Card Scheme necessary?



Disabled people face huge barriers that can prevent them from living independent lives.

This may be a physical barrier like a door that doesn't open automatically.

But it can also be caused by a misunderstanding, or even a lack of knowledge.

Covid-19 added to these barriers for many disabled people.

Some of the challenges a customer might have

A deaf customer may need information writing down for them

A person who walks with a mobility aid, may find queueing difficult

A person with a learning disability may need clear explanations

A wheelchair user may struggle to access higher shelves in shops

A person with an invisible disability may need to use a disabled toilet

Why do you
need to allow
disabled people
reasonable
adjustments?

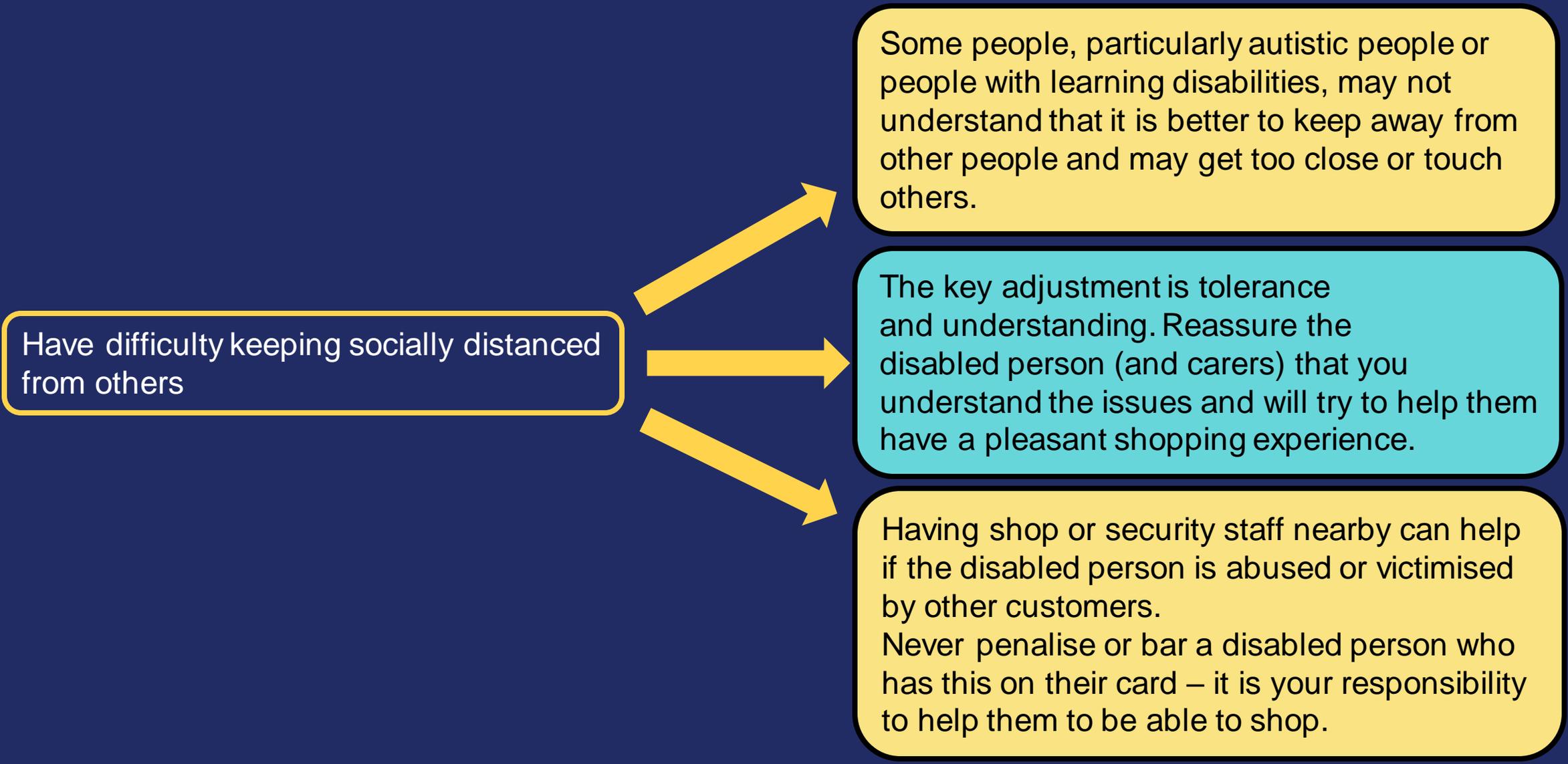
Under the Equality Act 2010, it is illegal for a service provider to fail to make reasonable adjustments for disabled people.

Under the Coronavirus Regulations 2019-2020, certain people are exempt from public health precautions, such as wearing a face covering in places where wearing a face covering is normally required.

Reasonable Adjustments Offered

There may be new adjustments that are not covered in this training

Have difficulty keeping socially distanced from others



Some people, particularly autistic people or people with learning disabilities, may not understand that it is better to keep away from other people and may get too close or touch others.

The key adjustment is tolerance and understanding. Reassure the disabled person (and carers) that you understand the issues and will try to help them have a pleasant shopping experience.

Having shop or security staff nearby can help if the disabled person is abused or victimised by other customers.
Never penalise or bar a disabled person who has this on their card – it is your responsibility to help them to be able to shop.

Have difficulty if others do not socially distance

Have difficulty if others do not wear a face mask

Some people, particularly autistic people or people with learning disabilities, may not be able to accept that other people are not following "the rules".

The key adjustment is tolerance and understanding. Reassure the disabled person (and carers) that you understand the issues and will try to help them have a pleasant shopping experience.

Ask the disabled person (or carer) how you can help. For example, minimising time in store by offering help or bypassing queues, or advising of a quieter time that the customer might prefer.

Would like others to remain socially distanced

Be understanding that some people may still need to socially distance for reasons that they do not have to share with you. You could offer to guide them around the store to help them ask others to also socially distance.

Are legally entitled to wear a face mask

Be understanding that some people still need to wear a face mask or covering, and allow them to shop as normal.

Are legally exempt from wearing a face mask

Allow the person to shop without a face mask or covering. If needed, ensure they are not the subject of abuse from other customers.

Are unable to stand in queues

Find it difficult to stand in queues

Use the BuDS Q-Card System -
<https://buds.org.uk/q-card-scheme-for-businesses-and-services/>

Alternatively, provide the customer with seating that they can use while in the queue or allow them to skip the queue.

Unable: physically unable to stand/wait.

Find it difficult: may not understand why queuing is needed, may only be able to stand for a short time.

Are unable to walk longer distances

Offer an assistant who can go around the shop to find the items. Alternatively, offer short-cuts directly to the relevant location in your store.

Find it difficult to walk longer distances

Offer a short cut to avoid the one-way system or have a member of staff guide the customer through the one-way system. If the longer distance is caused by a one-way system, and it has access issues, e.g. steps, then provide the customer with an accessible alternative to the one-way system.

Need to sit down rather than stand for long periods of time

Provide suitable seating for the card holder to use. If this is not an option, please let them bypass the queue.

Require flat access into a building

Find a route into your shop that does not have steps. If your main door is not accessible, this may mean using another door. If neither of these are an option, you could use a portable ramp.

Please note that it is not legally acceptable for a place to have no flat access. Please contact BuDS and we can help you find a permanent solution.

Have difficulty with stairs

Where possible, ask the card holder what assistance they need with stairs, if any. Some card holders may need directing to where there is lift access. Others may need support going up or down the stairs. In other cases, they may just need extra time to use the stairs, and need other customers to be patient.

Need assistance bagging/packing shopping

Card holders with these statements need assistance with packing their shopping into bags, and/or assistance taking their shopping to their transport. Please provide the assistance they need, or discreetly find someone else who can help the card holder.

Need quick access to seating

The card holder has a disability or condition that means that they need to sit down at short notice. Please help them sit down quickly and without fuss.

Need quick access to a toilet

The card holder has a disability or condition that means that they need access to a toilet at short notice. Please let them use the toilet quickly and without fuss. You should not require them to make a purchase.

Need constant access to their medication

The card holder has a condition that means it is medically essential for them to have their medication with them at all times. Please allow them to keep their medication and have access to things that help them take medication such as a drink of water.

Need access to a quiet space for medical treatment

Provide a quiet private space for medical treatment to be carried out. If this is not possible, please try to help them find a suitable place.

Need to be able to eat or drink

The card holder has a disability or medical condition that means that they need to eat or drink at short notice. Please allow them to do so quickly and without fuss, even if people are not normally able to eat or drink in that location.
Please note that this adjustment only applies to eating and drinking for medical reasons, not usual meals and snacks.

Use lip-reading

Speak clearly, avoid covering your mouth, and face the card holder. Make sure you have their attention before you start speaking.
Do not try to change the way you speak as this makes it more difficult to lip-read.

Use sign language/British Sign Language

Use Makaton

Other sign language systems include Makaton and Sign Supported English (SSE). If you are able to communicate using these systems please do. If not, check how best to communicate with them e.g. writing.

Use pen/paper to communicate

Use technology to communicate

Some people use their phones to either write messages or use text-to-speech. Some people may also use pictures to communicate basic ideas. Work with the card holder to meet their needs.

Need access to a hearing loop

If you have a hearing loop, make sure that it is clearly available with instructions on how to use it. If you do not have one available, work with the card holder to find out how to communicate with them, while you get a hearing loop

Are legally entitled to be accompanied by an assistance dog



Allow the card holder to enter your shop, service or organisation with their assistance dog.

Legally, any dog trained to help a disabled person is an assistance dog. You cannot insist that the dog has been trained by a particular organisation or accredited by any particular group, e.g. ADUK.

You may refuse an assistance dog **ONLY** if the dog on entering your premises is a clear danger to other people because of its behaviour. You cannot refuse an assistance dog because you fear it might be a danger later. Neither can you refuse an assistance dog because other customers or staff object.

If you have a serious concern about the dog's behaviour, please follow our complaints process (mentioned later).

Need braille

Where available offer the card holder braille versions of text. Please be aware that not all blind or visually impaired people use braille. If this is not an option, work with the card holder to help them access the materials. This may involve reading the words to them.

Need larger print text

Have access to larger print versions of text. If this is not an option, work with the card holder to help them access the materials. This may involve reading the words to them.

Need quick access to a quiet space

Be understanding of their behaviour and help them find a quieter area. If there isn't a quiet area available, try to direct other customers away from them while they calm down.

Need others to be understanding and accepting of behaviour

Be aware that some people may behave differently to what you are expecting. Be patient and compassionate. Work with the card holder to meet their needs.

Need clear explanations and/or instructions



Give simple step-by-step instructions of what needs to be done. Try not to leave out small details, even if they seem unimportant to you. It may help to write down the instructions for the card holder.

Require easy-read materials



Have simple versions of written documents. Using relevant images can be useful to communicate ideas in a simpler way. If easy-read materials are not available, explain clearly to the card holder what the written documents mean.

May experience 'meltdowns' or 'shutdowns'

Be understanding and remain calm. If possible, help them find a quiet space. Make sure you check with the person as to what they need as every person has different needs. Try not to overwhelm them with too many options.

Have difficulty with change to familiar places/routines

Be understanding and explain what changes have been made and why. You could offer to go around the store to explain where products have been moved to.

May be unable to speak

Work with the card-holder to help them communicate what they need. They may use some of the communication methods mentioned in the sensory loss adjustments section.

Require a carer to accompany them



Allow the card holder to enter your shop, service or organisation with their carer. It is good practice to allow carers to enter free of charge.

Need to use places or services at quieter times



Advise the cardholder on when the shop/place is usually quieter. Consider allowing access before/after other customers, or while you are normally closed.

Need to use a private space for essential treatment/care needs



Be respectful of the card holder's needs and help them find a private space that they can use. If you do not have one available, try to advise on where may be suitable.

Need to use an accessible toilet cubicle



Be respectful and understand that not all disabilities are visible. There are many reasons why someone may need to use an accessible toilet. Please let them do so without fuss or asking personal questions.

Other Information

Information about condensed statements, post-approval letters, and ways to contact us.

Why we use Condensed Statements

Due to the size of the Fair4All Card, we can only fit on seven statements, even though many of our card holders request many more.

To include all of the statements, we often have to condense them.

This means they may not appear in quite the same way as in the training, although the needs of the card holder should be clear on the Card.

If you don't understand the exemptions requested, the cardholder may be able to explain

Examples of Condensed Statements

Need clear explanations and easy read materials
"Need clear explanations and/or instructions"
+ "Need easy-read materials"

Find it difficult to queue and walk longer distances
"May find it difficult to queue"
+ "May find it difficult to walk longer distances"

Need quick access to seating esp. for long periods
"Need quick access to seating"
+ "Need to sit rather than stand for long periods"

May experience shutdowns and be unable to speak
"May experience shutdowns"
+ "May be unable to speak"

Post-Approval Letter

We run the Card printer once a week, so to ensure our Card Holders have access to their reasonable adjustments, we give them a Post-Approval Letter.

It lists the reasonable adjustments they have been approved for in a letter format, the same way they will appear on the printed Card.

If a Card Holder presents you with a Post-Approval Letter, please treat it the same way you would for a Fair4All Card.

Expired Post-Approval Letter

Post-Approval Letters are valid for one month to allow us time to print and post the Fair4All Card. If we anticipate a delay, we reissue Post-Approval Letters.

If a Card Holder presents you with an expired Post-Approval Letter, provide the assistance they need, but encourage the Card Holder to contact us to update their letter and find out the progress of their Card.

You may also want to tell us about the Card Holder using our complaints process detailed later in the training.



Charity No 1102511 | www.buds.org.uk | 01494 211179 | info@buds.org.uk

Date of issue: 01/01/2022
Date of expiry: 01/02/2022
Card ID: 00016JS

Dear Fair4All Card Partner,

The holder of this letter has been approved for a Fair4All Card and they are currently sending BuDS the final details required for the card production.

This letter confirms that the holder is a disabled person under the Equality Act 2010 and they are entitled in law to reasonable adjustments for their disability and entitled in law to claim exemptions from the Coronavirus Regulations.

John Smith is legally entitled to reasonable adjustments and exemptions from the Coronavirus Regulations for their disability. You should accept that they:

- Would like others to remain socially distanced from them
- Are legally entitled to wear a face mask
- Find it difficult to queue and walk longer distances
- May have difficulty with stairs
- Need quick access to seating esp. for long periods
- Need access to a quiet space for medical treatment
- Need to be able to eat or drink with medication
- Need clear explanations or instructions
- Requires a carer and constant medication access

This letter is valid for one month, and the expiry date is in the top left corner. Please ensure the letter has not expired.

For more information about the card scheme, including disputes, please visit <https://fair4all.org.uk/> or for urgent enquiries please phone 07811142935.

Thank you for your co-operation in helping BuDS run the Fair4All scheme; you are helping to make a difference to disabled and clinically susceptible people across Buckinghamshire.

Yours Faithfully,

Andrew Clark

Chair of Trustees

The Fair4All logo and BuDS logo watermark

The reasonable adjustments the Card Holder needs

Expiry date and Card ID

If the letter is out of date, remind the Card Holder to get in touch with us

What if someone doesn't have a Fair4All Card?

Under the Equality Act 2010, all disabled people are entitled to reasonable adjustments.

Please do recommend the Fair4All Card – you have access to flyers that can be given out.

Even if someone does not have a Fair4All Card, please make sure that you provide the adjustments that they ask for.

If you are unsure of what to do, please do contact BuDS for advice.
Email: fair4allcard@buds.org.uk
Voicemail: 01494211179

As a Fair4All Card Partner, you will receive a number of resources



Window stickers to display to show you accept the Fair4All Card



Posters to explain why you are a Partner



Information flyers to explain to customers what the Fair4All Card is.

These can all be accessed at <https://fair4all.org.uk/resources-for-card-partners/>

Card Abuse

The BuDS assessment process is robust.

However, if you think a card holder is falsely using/abusing the Fair4All Card please make a complaint via <https://fair4all.org.uk/raise-a-complaint/>

BuDS will investigate the complaint and escalate it as required.

Where possible, note the card ID/card users' name, or any identifiable features if you cannot get this information. This is so we can identify the cardholder more easily.

Complaints

A card holder can make a complaint about any member of staff, or the organisation in general, if they feel that their reasonable adjustments or exemptions have not been provided.

If this happens, BuDS will always contact you or your organisation to get your side of the story.

The complaint will then be escalated if required.

If you or your organisation is found to be in the wrong, then BuDS will offer you free extra training and support.

Contact Us

Our website has more information
about the Fair4All Card:

<https://fair4all.org.uk/>

You can leave us a voicemail
and we'll call you back:

01494 211179

You can email us:

fair4allcard@buds.org.uk

Or you can leave us feedback:

<https://fair4all.org.uk/feedback/>



Thank you for your time and
commitment to the scheme

You are helping to make disabled
peoples' lives easier



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