

## Case Study

Mrs Brown is a wheelchair user. Mr Grey is blind, though he has some residual sight and can use large print. He uses a guide dog as a mobility aid.

The local council advertises some jobs based in their information centre that both Mrs Brown and Mr Grey wish to apply for.

They both decide to have a look around the information centre and to pick up application forms for the jobs whilst they are there.

Mrs Brown goes to the bus stop to wait for a bus into the town centre where the council offices are. A bus pulls up but she is told that she won't be able to get on as the bus has no ramp and there is no room for her wheelchair. The driver also says that the accessible buses all run on one of the other routes into the town centre (route X). The nearest bus stop for that route is a mile away.

Mrs Brown goes to the stop where the route X buses stop. The first bus that arrives is accessible but she is told that as there is a pushchair on the bus with a child in it, she cannot get on as there is no space.

Eventually a bus arrives that she can board, and she gets off at the town centre.

Mr Grey goes to his local bus stop. He cannot see the numbers of the buses and so is not sure when a bus stops what one it is. None of the drivers tell him. Eventually someone else who is waiting at the stop tells him that the bus that has pulled up is the one that will take him to the town centre. He starts to get onto the bus but is told that he cannot board with the dog. He explains that it is a guide dog but the driver maintains that he cannot board. Mr Grey has to get a taxi into the town centre.

When Mrs Brown arrives at the information centre, there are three steps up to the entrance. She cannot get into the building in her wheelchair. One of the information centre staff happens to come out of the building at that point and asks Mrs Brown what she wants. She explains that she wants to take a look around and see what information services they offer, and to pick up a job application form. The staff member says that she can explain what services are on offer and bring out the application form. Mrs Brown says that she wants to go in and see for herself. She is eventually directed to a back entrance to the building which is accessible. To get to it though she has to go through a back yard which is full of rubbish and difficult to navigate around and it takes her some time to reach the entrance. She then has to wait for someone to answer the bell to the door.

Mr Grey arrives at the council building. He goes inside but there is no signage that he can see, nor is there anyone to help him. He cannot see where the information centre is. Eventually another member of the public comes in and asks if he needs help. He is guided to the information centre.

Both Mr Grey and Mrs Brown collect application forms for the jobs that they are interested in applying for. Mr Grey asks if the forms come in large print but he is told that they do not.

The forms state that they must be handed in, in person, to the information centre by the closing date. Both Mr Grey and Mrs Brown ask if, in the circumstances, they can post the forms but they are told that they must be hand-delivered.

1. What are the barriers faced by Mrs Brown and Mr Grey in this case study?
2. How might those barriers be removed?
3. What Articles of the UNCRPD are engaged by this case study?