

Disabled access to U.K. stores poor

7th December, 2014



A new report from the British government says access for disabled people in stores in Britain is "shocking". The U.K. government visited and checked more than 30,000 shops

and restaurants across the country. They found that many stores and eateries made it very difficult or impossible for disabled people to shop or eat while shopping. The survey listed many examples of how difficult it is for disabled people to go shopping. Around 20 per cent of stores had no wheelchair ramps and two-thirds of staff in shops had no training to help disabled customers. Going to the bathroom is also difficult for people in wheelchairs. Over 40% of restaurants and 30 per cent of stores have no accessible toilet.

Britain's Minister for Disabled People, Mark Harper, said it was unfair that the disabled had such problems when shopping. He said people with disabilities should be able to enjoy Christmas shopping just like everyone else. He told reporters: "Everyone deserves to be able to go Christmas shopping or enjoy a festive meal or drink with their friends or colleagues." He added that stores and restaurants were losing money because they did not help the disabled, saying: "This isn't just about doing what's right. Businesses are missing a trick by not doing more to tap into this market." He said: "A fifth of the British population has a disability and they and their households have a spending power of over £200 billion [\$310bn]."

Sources: *BBC / EconomicVoice.com / LocalGov.co.uk*

Writing

Stores with no access for the disabled should be fined or closed down. Discuss.

Chat

Talk about these words from the article.

report / access / shocking / impossible / survey / wheelchair / ramps / training / disabled / problems / reporters / everyone / losing money / festive / colleagues / tap

True / False

- A new report on disability access is from a private charity. T / F
- Researchers checked just under 3,000 shops in the U.K. T / F
- Researchers found that 40% of U.K. stores had no wheelchair ramp. T / F
- The study found that around 30% of stores had no accessible toilet. T / F
- Britain's Minister for Disabled People said the situation was unfair. T / F
- The minister said stores would lose money by building special toilets. T / F
- Around 20% of British people have a disability. T / F
- Disabled people in Britain have around \$310 billion to spend. T / F

Synonym Match

- | | |
|---------------|----------------|
| 1. report | a. co-workers |
| 2. shocking | b. throughout |
| 3. across | c. business |
| 4. help | d. study |
| 5. difficult | e. like |
| 6. enjoy | f. ability |
| 7. colleagues | g. horrifying |
| 8. tap into | h. hard |
| 9. market | i. make use of |
| 10. power | j. assist |

Discussion – Student A

- How unfair is it that stores are not helping the disabled?
- What can you do to make stores take more action?
- Why don't stores act if they know they are losing money?
- How can disabled people work together to get stores to act?
- What should those who are not disabled do to help?
- What can governments do to tell more people about this?
- What message do you have for store owners?
- What questions would you like to ask the researchers?

Breaking News English - The Mini Lesson

Phrase Match

1. A new report from the
 2. stores and
 3. The survey listed many examples of how
 4. two-
 5. 30 per cent of stores have no
 6. enjoy shopping just
 7. drink with their friends or
 8. This isn't just about doing
 9. doing more to tap
 10. spending
- a. power
 - b. what's right
 - c. accessible toilet
 - d. like everyone else
 - e. colleagues
 - f. British government
 - g. difficult it is
 - h. into this market
 - i. eateries
 - j. thirds of staff

Discussion – Student B

- a) What do you think about what you read?
- b) How easy or difficult is it for disabled people to go shopping in your country?
- c) How shocking is the report from Britain?
- d) What should stores do for disabled people?
- e) Why don't stores help the disabled more?
- f) Should it be law for stores to help disabled customers?
- g) Should stores with no accessible toilets be fined?
- h) What difficulties do disabled people have in stores?

Spelling

1. the British tnenomgrve
2. 30,000 shops and uaresstarn
3. made it very difficult or ioibssepml
4. eerhclihaw ramps
5. help disabled stusmorce
6. 30 per cent of stores have no easlciebc toilet
7. it was rnfiua
8. people with iaibtleiissd
9. Everyone sedrevse to be able to go
10. friends or goecellasu
11. A fifth of the British aouptiolpn
12. olseodhshu have a spending power

Answers – Synonym Match

1. d	2. g	3. b	4. j	5. h
6. e	7. a	8. i	9. c	10. f

Role Play

Role A – Better parking

You think better parking is the best way to help shoppers with disabilities. Tell the others three reasons why. Tell them why their things aren't so useful. Also, tell the others which is the least useful of these (and why): trained staff, accessible toilets or lower checkouts.

Role B – Trained staff

You think trained staff is the best way to help shoppers with disabilities. Tell the others three reasons why. Tell them why their things aren't so useful. Also, tell the others which is the least useful of these (and why): better parking, accessible toilets or lower checkouts.

Role C – Accessible toilets

You think accessible toilets are the best way to help shoppers with disabilities. Tell the others three reasons why. Tell them why their things aren't so useful. Also, tell the others which is the least useful of these (and why): trained staff, better parking or lower checkouts.

Role D – Lower checkouts

You think lower checkouts are the best way to help shoppers with disabilities. Tell the others three reasons why. Tell them why their things aren't so useful. Also, tell the others which is the least useful of these (and why): trained staff, accessible toilets or better parking.

Speaking – Accessibility

Rank these with your partner. Put the best at the top. Change partners often and share your rankings.

- Resting place
- Toilet facilities
- Trained staff
- Lower checkouts
- Parking
- Wheelchair access
- Larger print
- Sign language

Answers – True False

a	F	b	F	c	F	d	T	e	T	f	F	g	T	h	T
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Answers to Phrase Match and Spelling are in the text.