## Business Disability Forum Building

## **UK Customer Profile on Disability**

Building disability-smart organisations

One in three people are disabled or close to someone who is

Over 1 million may have

Almost 8 million people are

likely to have hearing loss

sight loss

19% of the UK population have a disability

**44%** of disabled people have reported that they have at least three impairments.

**78%** of disabled people acquired their impairment at the age of 16 or older

83% of

disabled

from an

service

take

people have

walked away

inaccessible

provider to

business

elsewhere

3% of the population have sight loss

More than 15
million customers
are likely to be
disabled or close to
someone who is

Adult population in England and Wales: 45.5 million

Nearly 4

customers may

have at least

impairments

million

three

More than **7 million**banking customers may
have became disabled
after the age
of 16

Almost **7.5 million** 

455,000 customers

may have dementia

customers could be walking away from inaccessible services

More than 4.5 million

More than **4.5 million** customers may have dyslexia

1 in 6 of the population have hearing loss

Almost **700,000** may have a speech impairment

Over 5
million
customers
may have
limited
mobility

Nearly 9

million

customers

may have

a disability

Almost
6 million
customers are
likely to have
paid or unpaid
caring
responsibilities

10% of the UK population has dyslexia

More than **1.5%** of the population have a speech impairment

Almost 11% of the UK population have limited mobility

1 in 8 adults are carers

Almost 1% of the worldwide population have dementia