



Advice  
and  
Information  
on  
Disability

# Richmond Advice and Information on Disability

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## **Vision**

A barrier-free world with empowered disabled people who have independence, fulfilment and a sense of self-worth.

## **Mission Statement**

Richmond AID is an organisation of and for disabled people. We aim to empower disabled people in the London Borough of Richmond upon Thames and surrounding areas by promoting Independent Living, equality, choice and an individual's right to have control over their daily lives.

## **Value Statements**

### **Social Model of Disability**

The Social Model of Disability underpins our core beliefs and values. This model argues that most problems faced by disabled people are caused by the fact that they live in a disabling environment that is structured and designed to suit able-bodied people. Under this model disabled people have impairments which affect their bodies and the disability is the disadvantage or lack of opportunity caused by the physical or social barriers society puts in their way.

### **Independent Living**

Independent Living is “a philosophy and a movement of disabled people who work for equal rights and equal opportunities, self-respect and self-determination.” (National Centre for Independent Living)

We subscribe to these values and our work will facilitate them. We believe that disabled people should enjoy the same life opportunities, independence and choices as their able-bodied family and friends. This means equality of access and opportunity in every aspect of their life including: control of their home-life, health, education, employment, culture, socialising and leisure.

### **Organisational Culture**

We believe in a healthy organisational culture which is based on trust, mutual respect, integrity, transparency and open and honest communication. These are the cornerstones of our culture. We embrace diversity and equality of opportunity for all staff, volunteers, trustees and job applicants.

This culture will affect all dealings internally and externally with users, trustees, colleagues and all our stakeholder groups.

### **Representation**

We believe in being responsive to changing service-user needs. We must deliver services our users need and have procedures and forums where service users are represented and can influence our changing priorities. We acknowledge and respect the changing diversity of our users as individuals.

We think that disabled people have a right to be consulted and represented (representing themselves where possible) wherever and whenever decisions that affect their lives are taking place. They have the right to challenge proposals and influence outcomes. We aim to facilitate this two-way communication process in the London Borough of Richmond upon Thames.

### **Quality of Service**

We believe that our projects must enshrine best practice and deliver excellent service to all our users. We aim to be flexible enough to adapt to necessary change. We will regularly review our service and map it to changing user needs.