

# Richmond For All

Richmond upon Thames is renowned for its parks, palaces and shopping. It attracts millions of visitors each year.

There are many thousands more who face barriers when trying to access the services and attractions of the area.



Richmond AID is working with business and local government to create an inclusive and accessible environment for all its residents and visitors.



## Richmond AID offers a free Access Consultation service.

If you would like to develop the service you provide to the public, Richmond AID offers a free advice and consultation service. Contact us on the details below.



Disability Action & Advice Centre  
4 Waldegrave Road  
Teddington  
TW11 8HT

Tel: 020 8831 6072

W: [www.richmondaid.co.uk](http://www.richmondaid.co.uk)

E: [a.brining@richmondaid.org.uk](mailto:a.brining@richmondaid.org.uk)



## Improving Access for Disabled People



## Information for Businesses

Tel: 020 8831 6072

[www.richmondaid.org.uk](http://www.richmondaid.org.uk)

## Attracting New Business

Provide a modern and effective service by improving access. Attracting disabled people will also attract their friends, family and colleagues.

- There are around 10 million disabled people in the UK
- Disabled people spend around £50 billion a year on goods and services



Many changes can be made to premises or services that do not involve great effort or expense - contact us now for a consultation.

Making some adjustments to your business environment or practices may be enough to make you compliant with the law, and a more attractive business to new customers.

## Tips to Improve Access

### Entrance

Put a sign outside your shop offering assistance. Make sure the entry is painted in a different colour: this will assist those with visual impairments.

### Parking

Put information on your website or promotional material about parking locally.

### Reception and Counter

Install a low counter so that your service can be used by wheelchair users and people of small stature. Have a pad and pen to hand to assist the hearing impaired.

### Signs

Clear, bold and large-font signage will make your service more accessible to all.

### Lighting

Consider lighting for people with visual impairments or those who lip-read. Avoid glare and spotlights.

### Awareness

If you can develop your awareness of the needs of your customers you will be guaranteed to provide a more accessible service!

## Our Services

### Access Audits and Guides

We are undertaking regular surveys of the borough's town centres and shops. Reports are published regularly and released to the public and media.

### Access Consultations

We offer a free consultation service for local businesses who are interested in providing a modern and accessible service, offering suggestions on cheap or free improvements.

### Advice Service

Richmond AID operates an Advice Service which is open from 11am – 4pm Mon - Fri.

Information is available by phone, fax, e-mail, in person, and on the website.

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