



## Training and consultancy from the disability rights experts

As well as being against the law to discriminate based on disability, many organisations discover that diversity and inclusion are positively good for their business. Confidence in recruitment, access and managing ‘reasonable adjustments’ can lead to significant shifts in behaviour, attitudes and culture. Common benefits include increased productivity, innovation, wellbeing and organisational reputation, all of which positively impact on the bottom line

Disability Rights UK offers a wide range of tailored support to businesses of all sizes as well as organisations in the public and voluntary sectors.

### 1: Disability Confidence Training

Our Disability Confidence training can be tailored to managers, HR personnel or general staff. It can focus on supporting disabled colleagues, disabled customers, or both. We can adjust the content to focus on your organisation’s specific objectives. This includes a discussion with a consultant who will develop scenarios that are relevant to your workplace.

Courses are delivered in a jargon-free and open environment, and are interactive, involving discussion, group work, case studies and personal reflection.

This is an excellent way for attendees to start feeling comfortable talking about disability with disabled people, and also enables them to ask questions they might not otherwise feel able to.

### Why train with us?

We are the leading user-led, pan-disability charity in the UK. 90% of our trustees and the majority of our staff have experience of disability. This gives us a valuable insight into the concerns, issues and aspirations of disabled people in the UK and puts us in a unique position to provide training and consultancy on disability, accessibility and inclusion.

We have a wealth of expertise, gained both through lived experience and many years working with businesses at a senior level.

All our courses are delivered by people with lived experience of disability.

100% of participants rated the content of our training – and the trainer – good or excellent

Feedback 2019



## 2: Access Reviews

Our Access Reviews allow you to discern how accessible your building is for a range of disabled people. The value of our reviews is the opportunity for organisations to:

- learn how to maximise access of existing facilities
- progressively and effectively increase access in the future.

Through a two-way dialogue, we aim to understand how the area is managed and operated, ensuring that all suggestions are practical, credible and appropriate. We can offer different kinds of access reviews, varying in depth, and can assess provision according to current accessibility standards.

## 3: Disability Confident Level 3 Validation

The government's Disability Confident scheme can be a good place to start for organisations beginning their inclusion journey. In order to achieve Level 3 Leader status, you need to have your evidence validated by an external organisation. Disability Rights UK can provide that validation for you in a meaningful and impactful way, offering suggestions and practical advice on how you can go further to create real cultural change.



## 4: Focus Groups

If you are looking to assess the accessibility of a product or service, we can support you by convening a group of disabled people to test this for you. We can be responsive to your needs and objectives, and groups can either be impairment-specific or include a range of disabled people.

## 5: Bespoke Consultancy

The comprehensive scope of our expertise enables us to respond to a broad range of disability awareness and inclusion. We can be highly flexible in our support, but typically our work covers reviewing internal policies and practices and providing recommendations to improve them. We have also supported a number of organisations with staff surveys and data collection, and internal awareness-raising campaigns.

“We commissioned DR UK to ... help us understand disabled customer needs. The report contained a wealth of information that exceeded our expectations in terms of insight and value.”

Lloyds Banking Group



### About Disability Rights UK

Our vision is equal participation for all. We run innovative projects and campaigns, provide advice through helplines and publications, and support businesses to be more inclusive through delivery of training and consultancy.

### For further information about our training and consultancy services:

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