



# Accessible Wales Company Profile



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“Because an Accessible Wales benefits all”

Tel: 01685 810432 Web: [www.accessiblewales.co.uk](http://www.accessiblewales.co.uk) Email: [info@accessiblewales.co.uk](mailto:info@accessiblewales.co.uk)



# Accessible Wales Company Profile



Hello, my name is Richard Jones, Principal Consultant and founder of Accessible Wales. I was born with Brittle Bones Disease but this has never stood in my way. I graduated from Bridgend College in 2001 with a HND in Technology in Disability Studies.

I established Accessible Wales, a Disability Consultancy Company, to **help** private, public and voluntary organisations understand the requirements imposed on them by the Disability Discrimination legislation. We aim to help our clients **stay within the law** by interpreting legislation and ensuring **practical application to their specific situation**. Within the Accessible Wales team there are more than **thirty years of practical experience**.

The two main services we offer are **Access Consultancy** and **Training Consultancy**. Our Access Consultancy services can be adapted to suit our clients' needs. This service is established to help **improve** access for people with disabilities to **your premises and services**. As part of our Training Consultancy we offer various forms of training including our **flagship** Disability Awareness Training. The aim of which is to **raise awareness** amongst your staff/volunteers on disability related issues. These services will **help make your organisation more open and accessible to the whole of society, therefore improving customer service and in turn boost your reputation**. All the services we offer are carried out by our **highly trained, approachable and experienced team**.

We put the needs of our clients first, tailoring all our services to **suit you**. This means that you only pay for the services you need, we also help you provide the best options to access issues that may arise. We pride ourselves in offering an up-to-date **support service**, we are **always** there to support our clients. Our access and training consultancy services are **straightforward** and **user friendly**. Thank you for taking the time to read our company profile and I hope you find it informative.

Yours faithfully,

Richard Jones  
Principal Consultant



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## **Mission Statement**

Our mission is to break down the barriers that disable people with impairments. These barriers may be the physical environment, the way society is structured and also peoples attitudes.

Breaking down these barriers will help bring disabled and non-disabled people together highlighting what binds our community.

**By doing this we strive to bring equality and empowerment to all people.**

## **Company History**

Accessible Wales was opened in March 2006 as an Access Consultancy, this was celebrated by joining with the Aberdare branch of Woolworths (our first ever client) in their re-opening. After that the company went on from strength to strength.

The dawn of 2007 brought about a change in the focus for the company with companies seeing the importance of becoming more aware of the needs of clients with disabilities. This brought on the formation of our Training Consultancy Service. Since starting training Accessible Wales has carried out many courses and trained in excess of two hundred and fifty people from many different organisations. Accessible Wales was proud to officially launch the company in the autumn of 2007, this saw the company emerge as a Disability Consultancy. This event was hosted by our most loyal clients The Glancynon Inn and was attended by the then Mayor of Rhondda Cynon Taff Cllr Jane Ward, it was a fantastic event which was covered by BBC News.

Accessible Wales once again worked for Rhondda Cynon Taff in 2008 as we were commissioned to carry out a "Town Centre Access Improvement Project" for Mountain Ash. This project involved access studies on local businesses in the town centre which was used in the regeneration of the town centre.

Accessible Wales concentrated on developing it's training services in 2009 carrying out courses for various clients including various Local Health Boards. It also saw the relationship strengthen between The Glancynon Inn and Accessible Wales, a relationship which is still strong today. This year also brought about access consultancy for Rhondda Cynon Taff on one of their new schools. Mid 2010 saw a change in the business, Accessible Wales moved into the offices of one of its very first clients Crownford Ltd a move which proved very beneficial. During 2011 and 2012 we worked with many clients including training for Rassau & Garnlydan Communities First Partnership, Disability Network Action Group and access consultancy for Swansea Museum amongst others

Accessible Wales is now based in its permanent home in Robertstwon House where we moved to in September 2013. A new relationship was formed in 2013 when Accessible Wales carried out access consultancy for Swansea Museum.

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## Customer Service Charter

**Accessible Wales** is dedicated to the provision of a high level of service. Due to the sensitive nature of the work carried out by our team we aim to provide a highly experienced professional service at all times, putting you, the client, first.

### Our services include:

- Access Consultancy - This can vary from a walkthrough access review, detailed access audit to project management of the access of a new building.
- Mystery Shopping Audits – We are able to visit your company and carry out a study of your access and customer service on a day to day basis. Telephone Reviews can also be carried out.
- Disability Related Training – Accessible Wales has a large training department who are highly skilled in bringing topics like access training and disability awareness training to our clients.
- Recruitment/Employment Support – We can help fill a vacancy for our clients. If you have a social conscience and see the value in employing people for their abilities we can advertise your vacancies on our website and help you find the right person for your needs. We can also help any current staff member with any needs they may have while in employment.

### In providing our services, we value:

- Meeting the needs of our community
- The diversity and individuality of all people
- The professionalism of our staff
- Effective communication, including your feedback on our services

### You can expect:

- Prompt, courteous service.
- Helpful well-trained staff who will treat you with respect and confidentiality.
- An information service which is responsive to your needs and provides access to resources as and where appropriate.
- Convenient hours of opening.
- Prompt responses to your enquiries, comments or complaints.
- Respect for your privacy at all times.



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