



Scan for further information and disability awareness training and resources.

www.bit.ly/disabilitywelcome

To receive recognition as a **Disability Welcome Business**, provide your business name, address, and contact details below, and return this leaflet to Congleton Information Centre (Town Hall) or via email info@congleton-tc.gov.uk

Business name:

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Address:

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Contact details:

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Why A Disability Welcome Scheme?

► Background

Did you know 26% of Congleton residents - about 7,500 people - have a disability (DWP)? Many want to shop locally, but according to a Town Council survey, 87% face accessibility issues. We're working to improve access for both shoppers and businesses.

✓ Opportunity

Our Equal Access Advisory Group found that simple changes - like ramps, better lighting, wider aisles, large-print menus, or seating - can greatly improve accessibility. While structural changes aren't always possible, many businesses are happy to make minor adjustments once they're aware.

🎯 Goals

This leaflet includes a checklist to help make your premises more accessible. Please complete and return it to the Town Council. If you meet the minimum standard, you'll receive a 'Disability Welcome' certificate, a window sticker, and inclusion in our Disability Guide to Congleton. Thank you!



Business Recognition Programme

Our community thrives when everyone feels welcome and included, and businesses benefit when more customers can access them!

Our Disability Welcome Scheme uses helpful checklists to raise awareness and encourage simple, practical changes in areas like premises access, communication, staff awareness, and the internal environment.

There's no judgment - just an opportunity to reflect, improve, and showcase your commitment to inclusivity.



Accessibility benefits everyone!

Access to Premises

- Steps, obstacles, door handles, and doors clearly marked
- A-Board compliant – placed by building, not blocking doors or footway
- No dark doormats
- Detachable ramp with bell mounted on premises at wheelchair height
- Step-free access
- Push button door / automatic door

Please tick all that apply to your business and premises



Internal Environment

- Lift available or all services on ground level
- Quiet or quiet area/time
- Chairs or seating provided for rest
- Ample space for electric wheelchairs and double buggies
- Service available downstairs
- WC fully accessible for wheelchairs
- Changing room fully accessible for wheelchairs
- No overwhelming scents
- No flashing or overly bright lighting, or lower levels of lighting offered at specific times
- No loud music
- Wheelchair accessible seating areas in café
- Area/time with no or low music
- Lower counter
- A wider, wheelchair and double buggy accessible till point

Communications

- Large-print and high-contrast labels, signs, prices and menus
- Braille on key signs such as WC
- Clear visual cues at tills and service points
- Hearing loop at tills/service points with signage
- Signs at right height for wheelchair users

People

- Staff know basic Sign Language
- Staff aware of communication techniques – lip reading
- Staff trained to recognise and address accessibility needs related to the environment
- Staff aware of and helpful to the access needs of customers