

# Adjustments available to improve access to our service

If you are disabled or have a long-term health condition, here are **some examples** of what we can do to make sure that you have equal access to our service.

**Please let us know if there are other changes we might be able to make which would make it easier for you to use our service.**

## When you call or email us

- Our advisers are trained to provide clear, practical advice. They will check that they have understood your problem in full, and that you understand the advice you are given.
- When you email us with your query, you can choose whether we reply to you by phone or email.
- If you are anxious about taking phone calls, you can ask us to send you a text, email or leave a voicemail a few minutes before we call, so you'll know it's Citizens Advice calling.
- If you are using assistive technology such as the Relay UK app to speak with us on the phone, our advisers will allow extra time for your call.

## When you visit us

- Our main office is in Elmbridge Civic Centre. The Centre is wheelchair accessible. Disabled parking spaces are available in the public car park next to the Civic Centre.
- Our interview rooms are on the Lower Ground Floor and can be accessed by a lift. If it is not possible to use the lift, we can talk to you in a private room on the Ground Floor.
- We have access to a portable hearing loop for our reception area. If you use hearing aids, this hearing loop can help you pick up speech more clearly and cut out background noise.
- Our reception area has a range of seating available.
- If there is no one at our reception desk when you arrive, you can use the phone marked with a 'Citizens Advice' label to let us know that you have arrived. This phone can be accessed by people who use a wheelchair.
- There is a disabled toilet on the Ground Floor of the Civic Centre.
- We can help you fill in the Client form you are given on your first visit to us. We can give you a large print form if you need one.
- Our interview rooms have good, bright lighting and are quiet, with no background noise.
- When required we can arrange a translation service, including British Sign Language.
- We can allow extra time for your appointment, or arrange several appointments if you need more time.

- You can bring a support worker, personal assistant or friend with you to your appointment.

## **Our website**

- Our website [eshercab.org.uk](http://eshercab.org.uk) is designed to conform to World Wide Web Consortium accessibility standards, but the [accessibility page](#) provides further help on some things you can do to make our site even easier to use, for example:
  - Site accessibility features
  - Customising your computer
  - Using keyboard shortcuts
  - Useful links
- We have a 'translate' button on our website so that all content on our site can be translated into your preferred language.