

# Training and Consultancy at Leonard Cheshire

We equip you to remove barriers for disabled people in the workplace. We will work closely with you to provide a bespoke solution to create lasting organisational change.

## Client Testimonial: Nottinghamshire Wildlife Trust

### The brief

Nottinghamshire Wildlife Trust engaged Leonard Cheshire to conduct an access audit of Attenborough Nature Reserve and Centre as part of their "Attenborough for All" project. This initiative aims to enhance the accessibility of the site for all visitors, particularly disabled individuals. Recognising the importance of inclusivity, Nottinghamshire Wildlife Trust sought to identify barriers that may impact the visitor experience, focusing on areas such as uneven pathways, signage, and sensory-friendly resources. The comprehensive assessment was undertaken to propose effective solutions that would promote accessibility and inclusivity at the Centre.



▲ Attenborough Nature Centre and Reserve



▲ Reviewing the accessibility of benches

### The solution

Leonard Cheshire conducted a thorough access audit to evaluate the physical access points, pathways, facilities, and services available at the reserve and centre. An access consultant assessed various elements of the visitor journey, including arrival points, signage, wayfinding, and the usability of facilities. The audit aimed to identify barriers and was guided by current best practices and relevant accessibility standards.

To gather insights from disabled visitors, Leonard Cheshire offered multiple feedback options to ensure flexibility and accessibility. A virtual feedback group was held via Zoom, chosen for its features like captions and interactive tools such as whiteboards and polls. A questionnaire was also available for those preferring an alternative format. For those preferring to provide feedback in person, an accessible room was available and participants uncomfortable with group settings could opt for a one-to-one telephone discussion. A virtual suggestion box, accessible via a QR code placed around



**Nottinghamshire**  
Wildlife Trust



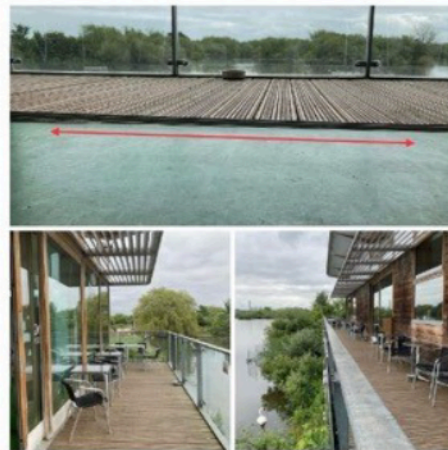
the site and promoted on social media, welcomed ongoing feedback from visitors. Participants were encouraged to get in touch if any additional adjustments or changes could enhance their participation.

Findings from the audit and feedback activities were compiled into a comprehensive report and presented to Nottingham Wildlife Trust. The report featured alt text for images, sans serif fonts for readability, good colour contrast, and clear headings, ensuring accessibility for all users.

Reviewing the accessibility of the Kingfisher Hide



Highlighting the lip between the café and wooden veranda as a potential trip hazard.



## The outcome

The audit revealed key barriers and offered a roadmap for both immediate and long-term improvements. Early actions, such as the introduction of larger print menus and enhanced signage, demonstrated the effectiveness of the recommendations. The audit identified numerous "quick wins" for accessibility, such as ensuring clear pathways and accessible seating arrangements, while providing a prioritised plan for more extensive improvements.

The feedback process proved invaluable, highlighting the importance of incorporating diverse perspectives and engaging with disabled visitors directly. By embedding accessibility best practices and focusing on inclusivity, the audit set a benchmark for natural heritage sites, positioning the reserve as a leader in promoting inclusivity.

In January 2025, the project's success was celebrated at an event held at Attenborough Nature Reserve. This gathering highlighted key findings, recognised contributions, and inspired collaboration on future initiatives. The insights gained are now shaping broader accessibility efforts, including a guide for other reserves. Recommendations such as fostering ongoing feedback, supporting volunteer engagement, and integrating accessibility into daily operations will ensure inclusivity remains central to future developments.

**"I thought the level of detail in the report was fantastic. It highlighted so much that we had missed and gave us a fresh perspective. I loved that it included quotes from disabled people and actionable quick wins. It's helped us see change as an opportunity and given us the tools to start embedding accessibility into everything we do."**

- Helen Griffiths, Project Coordinator - Attenborough for All

To find out more:

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