

# Accessible places

## My Guide open for business at St Stephen's Centre, Hull.

St Stephen's shopping centre became one of the first shopping centres in the region to train its customer service and security teams to assist blind or partially sighted shoppers.

My Guide Open for Business worked with St Stephen's, to deliver specialist training to staff. This means the in-centre team at St Stephen's can guide customers who are blind or partially sighted to and from stores, restaurants or leisure facilities of their choice and meet their needs more efficiently.

The Sighted Guide training at St Stephen's is part of the shopping centre's drive to be one of the most customer-friendly and accessible centres in the region. More than 10.5 million people a year visit St. Stephen's and the centre makes great effort to ensure that its facilities are accessible to people with impairments and other physical and sensory access needs as well as appealing to the old and young.

**"We want to make the centre accessible to everybody and give all our shoppers the best possible experience. By training our teams as Sighted Guides, we can make sure that blind and partially sighted people can enjoy all what St Stephen's has to offer."**

Jim Harris, Centre Manager, St Stephen's

**"We were really excited to be work with St Stephens to make the shopping centre accessible for people living with a visual impairment. My Guide not only empowers blind and partially sighted people but also their local community to address mobility, inclusion and access issues."**

Simon Goodwin, My Guide Ambassador,  
Hull Guide Dogs Mobility Team



### Training & Accreditations

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Staff are trained in:

Autism Awareness

Dementia Awareness

My guide Community Guided Training.

Safe Place - keeping you safe in Hull

World Host accredited Currently Silver but working towards

Security team have been recognised for keeping our visitors safe

We have two host rooms on site which have been awarded Platinum at the 'Loo of the year awards.'