

Accessibility & Inclusivity Policy

1. Introduction

C.H.A.S.E. (Create Hope And Safe Environments) is committed to ensuring full accessibility and inclusivity for all individuals, regardless of disability, neurodiversity, gender, race, age, or socio-economic background. We believe that every child, young adult, family, carer, and professional should have equal access to our services in a safe, welcoming, and respectful environment.

This policy outlines our commitment to removing barriers and ensuring everyone can fully participate in and benefit from our services.

2. Statement of Commitment

We are dedicated to:

- ✓ Providing accessible, inclusive, and sensory-friendly spaces for all service users.
- ✓ Ensuring physical, sensory, and digital accessibility within our services and facilities.
- ✓ Promoting equal opportunities and diversity, ensuring that no individual is excluded.
- ✓ Training staff and volunteers on inclusive practices, disability awareness, and equality.
- ✓ Regularly reviewing and improving our accessibility and inclusion measures.

3. Legal & Regulatory Compliance

This policy aligns with:

Equality Act 2010 – Ensuring no individual is discriminated against based on disability, age, race, gender, religion, sexual orientation, or other protected characteristics.

UK GDPR & Data Protection Act 2018 – Protecting the personal information of all service users and staff.

Health & Safety Regulations – Maintaining an accessible and safe environment for all participants.

4. Physical Accessibility

Premises & Facilities

Ensuring wheelchair-accessible entrances, exits, and pathways.

Providing accessible toilets and changing facilities.

Maintaining clear signage, visual aids, and easy navigation within facilities.

Adapting seating, furniture, and spaces to suit different needs.

Sensory Considerations

Offering low-stimulation environments for individuals with sensory processing challenges.
Providing adjustable lighting, quiet areas, and sensory-friendly materials.
Encouraging personalised adaptations based on individual needs.

5. Communication & Information Accessibility

Inclusive Communication

Offering information in multiple formats (large print, Braille, easy-read, audio, and digital).
Providing alternative communication methods, including British Sign Language (BSL) and visual aids.
Training staff and volunteers in inclusive communication strategies.

Website & Digital Accessibility

Ensuring the website meets Web Content Accessibility Guidelines (WCAG 2.1).
Providing text-to-speech options, high-contrast displays, and easy navigation features.

6. Inclusive Participation & Support

Adjustments & Individual Needs

Working with families, carers, and professionals to tailor support to each individual's needs.
Encouraging flexible participation options (e.g., small group settings, quiet time, or one-on-one support).

Diversity & Equal Opportunities

Ensuring all individuals, regardless of ability, background, or identity, have equal access to our services.
Providing training on diversity, inclusion, and unconscious bias for staff and volunteers.

7. Training & Staff Development

Commitment to Learning

Regular staff and volunteer training on accessibility, disability awareness, and inclusive practices.
Encouraging ongoing professional development to enhance inclusive service delivery.

8. Feedback & Continuous Improvement

Listening & Adapting

Actively seeking feedback from service users, families, and professionals on accessibility and inclusion.

Regularly reviewing and updating policies, procedures, and facilities to enhance accessibility.

9. Reporting & Complaints

Raising Concerns

Individuals who experience barriers to access or discrimination are encouraged to report concerns to management.

Complaints will be handled confidentially, fairly, and in accordance with our Complaints Policy.

10. Review & Policy Updates

This policy will be reviewed annually to ensure ongoing compliance, relevance, and effectiveness.

Last reviewed: [20/02/25]

11. Approval & Adoption

This Accessibility & Inclusivity Policy was approved and adopted by C.H.A.S.E. Management on [Insert Date].

Signed by:

Director: jamie ward

Date: 20/02/25