



A guide to running an inclusive and accessible event



Contents

Introduction	4-5
Location	6
Venue	
Signage	7
Budgets	
Personal Assistants & Carers	
Booking forms	
Pre-event information	8
Dates & timings	
Speakers	9
Accommodation	
Your team	10
Accessible parking	
Reception	11
Comfortable delegates	
Toilets	
Equipment	12
Catering	
Facilities for people with hearing impairments	13
Facilities for people with visual impairments	14
Creature comforts	
Template booking form	15-16
Guidance notes for speakers	17
Disability & equality etiquette	18
Delegate pack guidance sheet	19
Relevant support organisations	20
Equality Impact Assessment Template	21-23
Accessible venues	24-27

Introduction

In our experience when we talk about access or equality and diversity, people tend to want to run for the hills!



So, by presenting an easy to understand, legislation and jargon free, user-friendly guide for running an inclusive and accessible event, we demonstrate how easy it can really be.

By following the recommendations, positive ideas and suggestions in this guide you will achieve a successful meeting or event with comfortable well catered for delegates, resulting in you getting the maximum in terms of interaction, with everyone engaged, participating and most importantly with no need to complain! It's important to note many of the access considerations you can provide will not only be useful for people with particular impairments, but will improve the general overall accessibility of the event for all of your delegates.

A good booking form will help you glean all the information you require regarding the needs of your delegates (see page 15 for a recommended template).

Cornwall's dated infrastructure and its listed buildings rarely lends itself to good access, but one could be forgiven for expecting greater progress in the 15 years since the Disability Discrimination Act first came into force.

Cornwall, a county 80 miles long with high levels of rurality and a lack of public transport, very little of which is accessible, presents a number of problems for event planners. Being realistic, the perfect venue probably doesn't even exist, but by following this guide we can all be more inclusive in

our approach and by collectively avoiding the venues that don't provide good access, we can make our society more inclusive for everyone. Hopefully those that don't comply will soon realise the error of their ways, even if only for financial reasons.

One thing to bear in mind is being inclusive does not need to cost a lot of money and actually, in our experience, simple support systems can meet the needs of many.

This guide provides a short summary of each subject area followed by a best practice booking form template, guidance notes for speakers, a delegate pack checklist and a (limited) list of accessible venues in Cornwall.

We will continue to update this list on a regular basis to incorporate venues which have a recognised access audit or statement, or agree to an audit from Disability Cornwall's access service.

For further information on this guide or to order a copy, contact us:

Disability Cornwall
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Hayle
Cornwall
TR27 4QZ

T: 01736 756655

E: info@disabilitycornwall.org.uk

This guide is a product of the Disability Cornwall Action & Learning Site, funded by the Department of Health.

Location Location Location

Choose your event location carefully as it can greatly maximise opportunity for people to attend. Bear in mind that public transport is not accessible to many people, either due to geographical issues or physical access.

The venue

Probably *the* most important consideration. There are lots of things to think about when selecting the right venue and as you continue to read this guide it will become clearer, but generally consider if the venue is user friendly with obvious and level entrances.



Check if the signage is good and whether it is bright and well lit. Ensure the meeting room and its layout will not be too cluttered for the numbers of people you are expecting, there should be enough space for people to move about easily, room to accommodate assistance dogs and turning spaces for wheelchair users. Consider what layout you could use which would be more user-friendly – cabaret, theatre, or meeting room style. If you know some of your delegates will be wheelchair users, ensure some chairs are removed and there is space allocated at tables, so not all wheelchair users have to sit at the same table! Your disabled delegates should be able to mingle and sit where they want just as any delegate should. Bear in mind fire regulations provide guidance for specific numbers of people for safety purposes, but they won't necessarily allow for a 'comfortable' number of people.

It is useful to know if your venue has a small separate room a person may use if the background noise at the event prevents them being able to concentrate. Also worth exploring is whether the venue produces its own publicity material which you can send to delegates. This can be useful for mailing out the full address so delegates can 'sat nav' or download the route-finder map in advance.

Signage

Good signage is essential. Haven't we all arrived at a venue, possibly a little late and struggled to find where to park or even where the main entrance is? Then the next big one, finding the toilets! Always check your venue is well signposted and the signage is good and clear throughout, starting with car parking.



Budget for additional support



Factor in to your event budget a cost centre for additional support; this should be treated as a necessity, not a luxury. The organisations which provide the necessary support services are listed on page 20.

Personal Assistants, Carers & Support Workers

Delegates should be entitled to bring a PA, Carer or Support Worker with them should they require without any additional charge, although it may be feasible to request a contribution towards lunch if these costs cannot be met.



Booking forms



The booking form is essential – get this right and you will be well aware of the needs of all of your delegates (and speakers), which may help avoid a whole host of potential problems on the day. It will also enable you to glean the necessary information to ensure you are fully aware of the needs of each and every one of your delegates. When people are comfortable and have their individual needs met, they will be fully able to interact and engage and a successful event can only follow. You will find our recommended template for a booking form on pages 15-16.

Pre-event information

There can be a great deal of cost and labour to sending out information prior to an event. Some people may need it earlier if they have a visual impairment and use reader software to interpret the information or, people with learning difficulties may experience sensory overload with too much information given out at any one time. People with learning difficulties often need to plan in advance of a meeting or event to get the best out of attending it.

Again, all of this information can be picked up from the booking form. We would recommend you send out only the essential details, such as directions to the venue etc unless otherwise requested, and then make delegate packs available on the day. Using pictures of landmarks on maps can be very helpful to guide people with learning disabilities to the venue.

Ensure all information is presented in clear plain English and available in an alternative format upon request, such as Braille, large print, easy read, or an alternative language. Use a minimum size 12 font in an Arial typeface for all printed information unless otherwise requested.

Always include your telephone number in case of any queries, and a mobile number on which a staff member will be available at the event. Where possible it's a nice touch to provide local travel information including a phone number for an accessible taxi firm.

Dates & timings of events

Cornwall is a busy old place in the summer time and it's not much fun getting around when everywhere is so busy. Bear in mind, due to this and the fact disabled people may need a later start time for various reasons, an early start could cause difficulty.



Be sure to schedule regular comfort breaks and give an adequate time for arrival (9.30am for a 10.30am start for example). Some people may not be able to sit for long periods, so one option is to advise delegates if they need to move around then to feel free to do so. Often the accessible toilets are not located conveniently close to the meeting rooms like the regular WC is, so ensure you give delegates enough time if this is the case and they may have to encounter lifts etc. Consider whether rush hour traffic may impact on your delegates' ability to leave promptly at your planned finish time.

Speakers

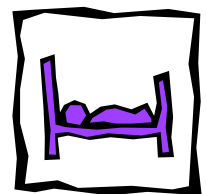


Ensure your speakers have a very clear understanding of what your event is about and what is expected of them.

Request they too fill out a booking form so their access and dietary needs can also be obtained. Some presenters may find standing too difficult, so may need a low-level lectern or desk. Ask your speakers to keep to the time allowed and not to exceed their allocated 20 minutes. Provide an additional 10 minutes at the end of each session for questions from the floor. In a large room, a roving mic may be necessary to ensure people who are hearing impaired and using the induction loop system can benefit. You will find the guidance sheet for speakers on page 17.

Accommodation

Offering speakers overnight accommodation is commonplace, but you should also offer that same opportunity to disabled delegates who are unable to make an arduous journey at the end of a long day. Preferably, rooms would be available at the meeting venue but if not, ensure something is available nearby and pay a visit yourself to check the room is as accessible as they say it is. It never ceases to amaze us what some people consider the word accessible to mean!



Your team

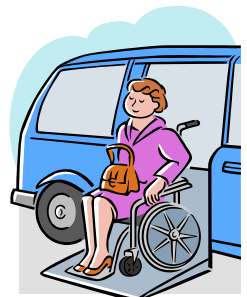
Are your team fully prepared? Uniform or branded clothing will help people identify them. A pre-event brief is essential to allocate tasks, such as who will



hold the mobile for anyone calling it on the day, nominating a trouble shooter, deciding who will greet and look after speakers and VIP guests, choosing who will staff the reception desks, working out a rota for lunch-time helpers, electing car park assistants for arrival time etc. This vital piece of organisation alone can greatly contribute to whether your event is successful or not.

Accessible parking

A major consideration, especially if your event is to be held in a rural area where many of us have to drive as public transport is neither available nor accessible. At least 10% of all venues' parking bays should be allocated for accessible parking.



Should you require more than are provided, ask for cones to be placed to reserve extra bays. Consider the width of the bays as some drivers with disabilities enter and exit their cars from the side, others from the rear and some vehicles are fitted with hoists.

A solid and level car park surface is of course the best, sloping gradients or gravelled surfaces can pose significant problems for some people. Have a member of your team available in the car park to offer assistance if needed.

Reception

If you have a place for delegates to sign in and collect name badges, avoid queues by offering an extended arrival time (as previously mentioned). If you think queues may still occur, ensure a few chairs are available



should anyone need to sit down. Also, should you require people to sign in, ensure the height of the counter is easily reached by everyone.

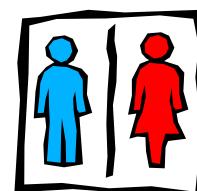
Lower level counters are much more inclusive and if this isn't possible, can you offer a wheelchair user a lap tray or clipboard?

Comfortable delegates are happy delegates!

We all need our basic needs met and in addition to feeling safe (and knowing where the toilets are), some of our needs may differ from others. For example, certain conditions result in people not being able to moderate their own body heat, so getting cold or over heating can cause problems. Ensure the room temperature is appropriate and consistent and that you can change it if required. Open windows can cause drafts so offer the option for people sat near one to move seats. A variety of chairs can be helpful including some with arms and some without, if at all possible. Hard chairs with no padding are not suitable for a long meeting unless you can provide cushions.

Toilets

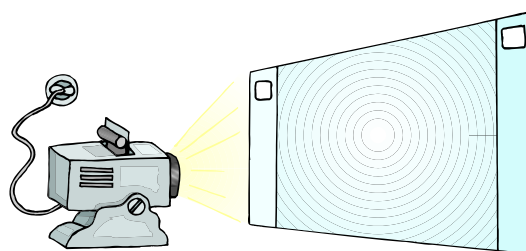
Ideally all toilets should be accessible and at the very least, there should be one fully accessible toilet, which should NOT be used for storing mop buckets and such, as they so often



are! Obviously this is essential and even if nobody using a wheelchair is attending your event, people with assistance dogs and mobility aids may require this facility. It's best practice.

Equipment

Using the right equipment at an event can really increase its level of accessibility and the participation of everyone involved. A good venue should have an adequately sized



screen, easily viewable from every aspect of the room and a projector. If you

require delegates to write on flipcharts check they can be height adjusted. Consider what the acoustics in the room are like; will your speaker be easily heard by everyone? If the room is large then you will require a PA system and microphones, so be sure there are no cables running across the floor presenting potential trip hazards. If this is unavoidable then secure the cables to the floor with plenty of brightly coloured electrical tape.

Catering

In addition to the cupful of caffeine usually present, consider other options and rather than biscuits what about a piece of fruit? Try and make water available throughout the event.

You must be aware of the dietary needs of all your delegates in advance, so if you have any specific dietary requests, ensure the venue is informed and meals are labelled accordingly. Set a rota for your team to assist people who require it during the lunch break and ensure they get time to eat too. The food table should be accessible from both sides and both ends so people can manoeuvre around it easily and avoid the queuing issue. Make sure it's not too high so wheelchair users can also easily see what's on offer.



Facilities for people with hearing impairments

There are several options available:

1) An induction loop is essential and all good venues should have one in the meeting room, or they can be hired if not. They are useful for hearing aid users in cutting out background noise and amplifying sound when used in tandem with a PA system.

2) Palentypists type every word said which is then projected onto a screen, so you will probably require a separate screen for this. This is really useful for all delegates especially when busily taking notes or inevitably missing something which was said, but it's also good for a complete transcript of your event (be sure to take a memory stick to save the data onto). Palentypists can be a bit expensive as they come from the RNID in Bristol and expenses are also charged, but in our opinion they're worth every penny.

3) Hi-Linc is similar, cheaper and available in Cornwall. However, the information can only be viewed via laptops which hearing-impaired people will need to sit in front of.

4) British Sign Language (BSL) Interpreters usually stand next to the speaker. They alternate every 20 minutes so you will need to hire two interpreters for an event and provide chairs for them to sit when not interpreting.



5) Speakers should not stand in front of a window unless curtains can be drawn behind them, as their face will be in shade and make lip reading difficult.

Facilities for people with visual impairments

There are several considerations which can ensure visually impaired delegates participate fully in your event. Good colour contrast demonstrates the difference between doors and entrances or floors and walls. Stickers should be applied to any full glass doors that will be used by delegates.

Information prior to the event may be necessary and many people now have reader software on their PC's. Your staff could also speak further via telephone with individuals if more information about your event is required. Your booking form will convey whether a Braille transcription is needed, but in our experience this is a very rare occurrence. For guide dog considerations, please see the next paragraph.

Creature Comforts

There are now many sorts of assistance dogs, not just the familiar guide dog but also hearing dogs and some that assist people with physical disabilities. Let your venue know how many working dogs are expected and ensure water is provided for them. Consider whether you can make any volunteer walkers available during break and lunch times if required.

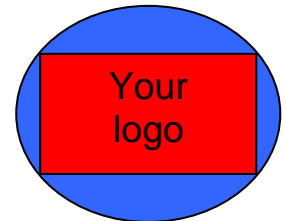


If you would like further information about assisting people with hearing, learning, mobility or visual impairments, then please contact Disability Cornwall's DIAL service for our fact sheets:

T: 01736 759500

E: dial@disabilitycornwall.org.uk

Booking Form Name & date of your event



Contact details

Name	
Organisation (if applicable)	
Full address	
Telephone / minicom	
Email	

In what format do you require information?

Please place a cross (x) in any box which applies or write a comment if needed

Large print (18pt)	
Easy read format	
Braille	
Electronically in word format	
Other language (please state)	
Audio CD or tape (please state)	
Different colour paper (please state)	
Please send my delegate pack to me prior to the event	

Access & assistance requirements

Accessible parking bay (I'm a blue badge holder)	
Assistance in the car park on arrival	
Wheelchair access	
An extra place for my Personal Assistant / Carer / Support Worker	
A sighted guide	
Water bowl for my assistance dog	
Assistance with travel arrangements (we will contact you to discuss your requirements)	
Overnight Accommodation Should we have a subsistence budget available we will do our best to support people who can clearly demonstrate a need for it. Please set out your reasons in the space on the page overleaf and we will respond to your request.	
Changing room facility	

Communication support

Hearing Induction Loop	
Hi Linc Operator (typed to laptop)	
Palentypist (text to large screen)	
BSL Interpreter	
A separate quiet room	
Language Interpreter (please state)	

Dietary needs

Please state any dietary requirements you have	
--	--

Reasons for requiring overnight accomodation (if applicable) / or please tell us any other requirements you may have

--

Thank you for completing this form. Please return by (specify date)

Please return this form by email, fax or post to:

Email:

Address:

Tel:

Fax:

We will send you all relevant information two weeks prior to the event in your preferred format. Delegate packs will be available on the day unless you have requested them early. We look forward to seeing you on the day.

Guidance notes for speakers

- Complete the booking form to ensure we can cater for any dietary or access needs you have to enable you to give your presentation
- Send us a copy of your presentation one week prior to the event and we will load it onto our laptop ready for the day
- Identify yourself to a member of our team upon arrival
- Make yourself available to the team five minutes before you are due to start so we can attach your microphone and load your presentation
- Be aware of death by power point... enough said!
- Please don't use acronyms or race through your presentation as Interpreters and Palentypists may find it difficult to keep up
- Explain all slides used and let people know what is happening during prolonged quiet moments, helpful for visually impaired attendees
- Be aware the BSL Interpreters will swing into action signing what you are saying. They may stand fairly close to you and will alternate after 20 minutes (some people can be quite alarmed when this happens!)
- Keep to time. Each speaker is allocated 20 minutes for their presentation (the Chair will notify you when you have five minutes left) and 10 minutes to take questions from the floor
- Should a person ask you a question through a BSL interpreter, respond direct to the person and not the interpreter
- Please join us for lunch to give maximum time for delegates to ask any additional questions
- Ensure information on slides is a minimum size 16 font in an Arial typeface. Do not use background images behind the text and ensure a good contrast in colour, black on white and black on yellow are best. Don't cram too much data into a slide and don't be tempted to test the extent of power point applications, high speed bullet points

firing in from the left, right and top are not best practice, even when displayed in pretty colours!

Disability & equality etiquette

It's very important staff are equality and diversity aware. All good organisations will have ensured their staff have undertaken equality training. Here are some very basic essentials everyone should be aware of:

- If in doubt, ask! The disabled person will be able to help or advise you
- Talk directly to the disabled person (not the carer / BSL interpreter)
- Introduce yourself to visually impaired people
- Provide information in writing if a deaf or hard of hearing person finds you difficult to lip-read
- Never lean on a wheelchair
- Position yourself at eye level if in conversation with a wheelchair user
- Never push a wheelchair without being asked
- Speak clearly using simple but appropriate language when speaking with someone who has a learning disability
- If you cannot understand someone who has a speech impairment gently ask them to repeat what they have said
- Consider what is best practice terminology for your delegates and what words should be avoided, taking into account all of the equalities groups. These groups are – gender, older and younger people, disability, racial and cultural background, sexual preference, religious beliefs.

You may not have thought of it before, but basically that's all of us!

Delegate pack guidance sheet

Delegate packs or conference papers can be very useful for a variety of reasons, including furnishing your delegate with everything they need to know and providing a useful document to take away with them. It also helps the housekeeping to stay at a minimum. Follows is a list of considerations for your delegate pack:

- Your sponsors logos
- How to identify support staff / who and where they are, etc
- Refreshments and what your delegates can expect
- Lunch arrangements
- Emergency procedures
- Good practice info – turn phones off etc
- How / where to recycle name badges
- Etiquette; not least 'the Bambi guide' – 'if you can't say anything nice, don't say nothing at all'
- Location of facilities
- Support services provided and include the name of each operator and interpreter
- Let people know if photographs will be taken and to advise a member of staff if they are not ok with flash photography
- A comprehensive list of any exhibitors and information regarding them
- Programme & agenda with timings
- A list of delegates with names of their respective organisations
- Speakers profiles
- A couple of blank pages to write notes
- Event evaluation information, such as a graffiti board, forms, audio recordings etc
- A pen

Relevant support organisations

Disability Cornwall (DIAL Service)

Service: All disability related enquiries

T: 01736 759500

E: dial@disabilitycornwall.org.uk

Cornwall Deaf Association

Service: Hearing induction loop hire & Hi Linc Operator hire

T: 01872 225868

E: cornwalldeaf@btconnect.com

RNID Communication Service

Service: Palentypist hire

T: 0845 6858000

E: communication.services@rnid.org.uk

RNIB Transcription Service

Service: Braille transcription

T: 01752 690092

E: ivytcsw@RNIB.org.uk

Cornwall People First

Service: Transcribing papers into an easy read format / picture translation

T: 01736 334857

E: cornwallpeoplefirst@hotmail.co.uk

Jobline Staffing Translation & Interpretation Service

Service: Alternative languages transcription service

T: 01872 322893

E: esther.rundle@joblinestaffing.co.uk

Equality Impact Assessment Form template

Name of meeting/event:

Officer completing assessment:

Telephone:

1. What is the main purpose of the meeting / event?

2. List the main activities anticipated

3. Who will be the main beneficiaries of the meeting/event?

4. Use the table below to consider and discuss:

(a) Where you think that the meeting/event could have a negative impact on any of the equality target groups i.e. it could disadvantage them

(b) Where do you think that the meeting/event could have a positive impact on any of the groups or contribute to promoting equality, equal opportunities or improving relations within equality target groups

		Positive impact – it could benefit	Negative impact – it could disadvantage	Reason
Gender	Women			
	Men			
Race	Asian or Asian British people			
	Black or black British people			
	People of mixed race			
	Irish people			
	White people			
	Chinese people and other minority ethnic communities not listed above			

	Gypsies/travellers			
Disability	Physical, e.g. mobility impairments ~(wheelchair, crutch and walking stick users)			
	Sensory e.g. hearing and visual impairments			
	Mental Health Conditions, e.g. depression or schizophrenia			
	Learning Disabilities /Difficulties, e.g. Dyslexia or Down Syndrome, or a cognitive disorder such as Autistic Spectrum Disorder			
	Long-standing illness or health condition, e.g. cancer, HIV, diabetes, chronic heart disease or epilepsy			
	Other health problems or impairments			
Sexuality	Lesbians, gay men and bisexuals			
Gender Identity	Trans people			
Age	Older people (60 +)			
	Younger people (17-25), and children			
Belief	Faith groups, are there facilities to allow people to practice their faith			
Pregnancy and Maternity	Consider a quiet room where a pregnant mother can relax, or breast-feeding can take place			
Marriage and Civil Partnerships	Consider your terminology			
Equal opportunities and /or improved relations				
Socio-Economic				

Notes:

Faith groups cover a wide range of groupings, the most common of which are Muslims, Buddhists, Jews, Christians, Sikhs, Hindus. Consider faith categories individually and collectively when considering positive and negative impacts.

The categories used in the Race section are those used in the 2001 census. Consideration should be given to the needs of specific communities within the broad categories such as Bangladeshi people and to the needs of other communities such as Turkish/Turkish Cypriot, Greek/Greek Cypriot, Italian and Polish that do not appear as separate categories in the census.

5. If you have indicated there is a negative impact on any group, is that impact:

Legal?

(i.e. it is not discriminatory under anti-discriminatory legislation)

Intended?

6. a) Could you minimise or remove any negative impact that is of low significance?

Explain how:

b) Could you improve the impact?

Explain how:

7. If there is no evidence that the meeting/event promotes equality, equal opportunities or improved relations – could it be adapted so that it does?

How?

8. Do you have an equalities monitoring system to carry out regular checks on the effects of your functions on equality target groups?

Please sign and date this form

Signed

Date

Accessible Venues

Venue	Area	Tel No	Email	P	S	W	L	T	Notes
Alverton Manor	Truro	01872 276633	reception@alvertonmanor.co.uk	✓	X	✓	X	✓	Limited accessible parking spaces beside the entrance. Toilet located a distance from meeting room
Carlton Hotel	Truro	01872 272450	reception@carlton.co.uk	✓	✓	✓	✓	✓	Limited parking. Entrance threshold is high so portable ramp used when required
Carlyon Bay Hotel	St Austell	01726 811006	reservations@carlyonbay.com	✓	✓	✓	✓	✓	
Chacewater Village Hall	Truro	01872 560813	chacewatervillagehall@googlemail.com	X	✓	✓	✓	✓	Limited parking on main road with gradient. Car park adjacent. Hearing loop only in main room
Claytawc	St Dennis	01726 828130	claytawc@ic24.net	✓	X	✓	X	✓	Limited accessible parking
Disability Cornwall	Hayle	01736 756655	info@disabilitycornwall.org.uk	✓	✓	✓	✓	✓	
Dracaena Centre	Falmouth	01326 319414	richard@dracaenacentre.org	✓	X	✓	X	✓	
Eden Project	St Austell	01726 811911	www.edenproject.com/events-and-hospitality/venues-the-gallery.php	✓	✓	✓	✓	✓	Excellent parking provision although long slope to entrance. Wet room available
Falmouth Maritime Museum	Falmouth	01326 214557	daynapope@nmmc.co.uk	✓	✓	✓	✓	✓	Limited accessible parking but do have a sit down and pick up point close to the reception.
Headland Hotel	Newquay	01637 872211	events@headlandhotel.co.uk	✓	X	✓	✓	✓	Hearing loop in one meeting room. Loose grit on part of the car park

Accessible Venues

Venue	Area	Tel No	Email / web	P	S	W	L	T	Notes
Hub Club	Camborne	01209 717479	enquiries@hub-club.co.uk	✓	✓	✓	X	✓	More parking bays can be reserved upon prior request
Lanhydrock Golf Club	Bodmin	01208 262570	www.lanhydrockhotel.com	✓	X	✓	X	✓	
Lostwithiel Golf and Country Club	Lostwithiel	01208 873550	www.golf-hotel.co.uk/	✓	✓	✓	X	✓	Only accessible downstairs, no lift to the upper floor.
Merlin Centre	St Austell	01726 885530	manager@merlinproject.org.uk	✓	X	✓	X	✓	
Millenium House	Liskeard	01579 363096	www.millenniumhouse-pensilva.co.uk/	✓	X	✓	✓	✓	
Newquay Sports Centre	Newquay	01637 875533	Tim.webb@newquaysports.plus.com	✓	X	✓	✓	✓	Car park is sloping with loose grit. Toilet located a distance from meeting room. Portable hearing loop available upon request
Oasis Community Childcare Centre	Penzance	01736 741528	admin@oasischildcare.co.uk	✓	X	✓	X	✓	Two small meeting rooms
Parkhouse Centre	Bude	01288 353576	www.bude-stratton.gov.uk/site/1/Rooms_for_Hire.html	✓	✓	✓	✓	✓	Signage also available in Braille
Penwith Business Centre	Penzance	01736 352000	businesscentre@penwith.gov.uk	✓	✓	✓	✓	✓	

Accessible Venues

Venue	Area	Tel No	Email / web	P	S	W	L	T	Notes
Redruth Community Centre	Redruth	01209 215525	Neither available	✓	X	✓	✓	✓	
Sands Hotel and Resort	Newquay	01637 872864	leanne@sandsresort.co.uk	✓	X	✓	X	✓	Slight slope from limited parking to entrance. Good venue but the inside feels a bit like a maze
Threemile stone Women's Institute	Truro	01872 272843	cfwi@btconnect.com	✓	X	✓	X	✓	

To the best of our knowledge we have ensured the venues listed above have either met, or are making, good progress towards fulfilling their obligations under the Disability Discrimination Act (1995). The reason these particular venues are known to us is because we have either used them ourselves or they have received an access audit through our approved access auditing service. However, we strongly recommend you check for yourself they are fully able to meet your specific needs. Should you feel any of the above information is incorrect then please let us know.

Key		L	Hearing Induction Loop
P	Parking	T	Accessible Toilets
S	Signage		
W	Wheelchair access		

THIS DOCUMENT HAS BEEN EQUALITY IMPACT ASSESSED. SHOULD YOU REQUIRE IT IN AN ALTERNATIVE FORMAT PLEASE CONTACT US.