

Event Delivery

Planning for Inclusion and Accessibility

Areas for Consideration

Planning for the event

Think positively about how to include people, rather than focusing on potential barriers to participation, consider how to promote the event, and to who, and plan with inclusion at the outset. Considering inclusion and accessibility as a new audience opportunity rather than a compliance exercise will make for a better experience for everyone.

Adopt Inclusive by design principles to support the planning process. Start thinking about accessibility and how you include everyone in as much as you can from the beginning. Retro fitting accessibility is more time consuming, costly and less effective. Your visitors will also notice this and know that your consideration of their access needs or requirements was an afterthought.

Consult with the relevant groups, and with prospective individuals about their needs and requirements. Consulting with your prospective audience will help you in getting a sense of what you can do, what works well and the expectations of the visitors. Sometimes it is not about being able to see everything but more about being able to experience enough to have your own story to take away after a visit.

Avoid making assumptions and aim to speak to people about any reasonable adjustments that could be made to enable them to participate and discuss how these could be made. It is very easy to fall into the trap of thinking in terms of impairments or conditions. It is not that helpful to take this approach as everyone is different. By way of example, there are over 300 eye conditions and syndromes with a range of individual experience. Take a broad-brush approach and consider what is helpful for people who for example, cannot walk too far without a rest, people who may use mobility aids, wheelchair users, people with cognitive impairments, people with hearing impairments, etc. We will help with this in the accessibility checklist that follows.

Invite and respond to accessibility requests. Consider how people can get in touch to ask questions about accessibility or to request specific assistance to facilitate their visit. Not everyone is able to make contact in the way you may expect. It is important to offer a

range of contact methods and typically these would include an email address as online forms don't work well for many disabled people, a telephone number, and social media channels. Have a clearly defined process for answering all enquiries. Often a dedicated accessibility page of your website or websites can be the best information source you can provide. It may be that individual venue sites have specific access facilities or arrangements or contact details so use the opportunity to publicise these on your websites.

Volunteer Access Buddies or trained volunteers with knowledge on accessibility are one of the greatest assets venues can have during events. These are clearly identifiable people and can be a point of reference for both visitors and other volunteers and staff. Whilst not everyone can know the detailed access information of a venue it means that everyone certainly can know who to ask. Access Buddies or trained staff with the right knowledge can also deal with specific access requests such as use of the 'quiet space' or help in getting around or sighted guiding.

Young People and Families can bring a new audience to the events. Consider what opportunities you have to include these groups of visitors and volunteers. What family friendly provision do you have on site for families?

Community Mapping is a great way to include local groups and to identify opportunities to engage with the event. Consider reaching out to school groups, disability groups, youth groups, groups for older people, community clubs and associations, and local hospitality and attractions. Can you tell them about what you are doing, perhaps invite them to come and see your venue, tell them about your volunteering opportunities and how they can come and be part of the experience.

Liaise with local groups and local authorities to tell them about the event, the plans for the run up to the events, how they can help or get involved, what they are doing to support the events, and what legacy there will be for their locality and community.

Information is key, accessible information is critical. Think about the information you produce and the format that it takes. Is your information accessible, easy to understand, available in different formats, and in different places. Is your social media inclusive, such as making sure images carry alternative text for visually impaired readers? Is your information using images that are inclusive and representative?

Where you provide a website consider its accessibility. Place a 'Disabled Access' button or navigation item on the home page of the site to enable disabled visitors to quickly get to the access information page. Navigation around your website should be easy and typically consider:

- The ability to zoom in and out without any glitches or overlapping text
- The ability to easily highlight text to allow people with screen readers to control what is read
- The use of good contrast for the typeface and background colours; with no text overlaid on images
- Buttons and menus should be large enough for people using alternative access methods to access them

Celebrate your local area! Don't forget to sign post to accessible accommodation, places to eat, and places to visit in your local area. Visitors will love the event but will be looking for places to stay, to eat and to enjoy as well.

Information about your venue is a priority too. We know that many disabled people will not visit if they cannot find out information about what you offer for disabled visitors. Use your website, use your venue and spaces, to sign post, waymark, and tell people about the key facilities disabled visitors look for. Top of the list are blue badge accessible parking bays, accessible toilet facilities, Changing Places toilets - if you don't have one where the nearest one is located, whether you have seating for people who cannot stand for long, how queueing works, where are the viewpoints for wheelchair users and / or mobility impaired visitors. Tell people about what you do have, what you can do and how you can make their visit enjoyable and give them a story to take home. Equally, use the

opportunity to be realistic and say what you cannot do; such as providing access for wheelchair users to the top of a mountain. By providing information in this honest and open style disabled visitors will be more easily able to determine if a visit will work for them.

Plans, maps and routes. What methods and formats are you using to provide maps, plans or route information for visitors in advance of their visit or on arrival? Do you have a level access route map for people who have mobility impairments or who use mobility aids? Do you have an audio description of the site, the facilities and the key routes.

Communication and Sensory Support. What is available for deaf or hearing-impaired visitors such as BSL interpretation, subtitled video, hearing loops at key points and arrangements for assistance dogs like spending areas. What is available for visually impaired visitors such as large print materials, sighted guides, audio commentary, and arrangements for assistance dogs like spending areas. Do you have a sensory story for download for families with an autistic member or for people with profound and multiple learning disabilities. Are you using the sunflower lanyard scheme to help people with hidden impairments?

Pre-visit information

Disabled visitors will typically seek pre-visit information to help them determine if a visit will work well for them. The default position in the absence of any access information is to assume that the event or venue is not accessible.

At the very least, an accessibility information page on your website which is easily found is the minimum. If you create the page thinking about the customer journey you will find that what you write is also extremely useful for many of your other potential visitors too.

Think about – How to get there, where you park your vehicle or cycle or embark from public transport, how you get into an event, focal points like ticketing, help points, viewing areas, toilets, refreshments, pathways and waymarking. Add some background information about the events taking place at your venue.

Getting to the venue

While not all venues will be able to achieve all the following aims, they should strive to fulfil as many as they can within their unique venue layouts and environment.

Where on-site parking is provided it is expected that some of the available parking will be set aside for accessible parking for vehicles where a driver or passenger is a Blue Badge holder. Such parking must conform to the Department of Transport Inclusive Mobility Guidance measurements.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1044542/inclusive-mobility-a-guide-to-best-practice-on-access-to-pedestrian-and-transport-infrastructure.pdf

Venues should clearly waymark level access routes and options across their site. Whilst marking every route as level access would be unreasonable it is expected that inaccessible, not level access routes, are marked as unsuitable for wheelchair users. Alternative routes must be clearly marked as level access routes.

Wayfinding across the site must be clear, easy to understand and accompanied by pictorial graphics where appropriate such as toilets. All signage must be tested for its visibility for people using wheelchairs.

Routes to and from public transport, park and ride services and adjacent cycle routes should be clearly defined, waymarked and included on venue information on the website and in other forms of distributed materials such as printed or digital maps. Routes should be waymarked on the ground where they connect the event to key public transport or cycle routes. These linking routes should be checked for accessibility for people using wheelchairs or mobility scooters.

Access Buddies and volunteers should be aware of the likelihood of visually impaired and other disabled people arriving using public transport. Some disabled visitors may require assistance in identifying routes to the venue or getting into the venue.

Park and Ride Schemes

Where there are 'Park and Ride' schemes in operation consider the nature of the accessibility of the vehicles used to convey visitors. Are the vehicles wheelchair accessible or do you need to provide a specialised vehicle to transport wheelchair users?

Where disabled people are unable to use the provided vehicles are you providing close proximity parking in the form of accessible parking bays and have you set any access criteria for these spaces?

Are accessible parking bays booked, and only bookable, at the time of ticket purchase?

Ticketing

Booking systems, particularly online systems, must accommodate people with access needs or requirements. For example, having more than one method of contact to book tickets as not everyone has access to the internet, can use telephones, or can book without asking questions.

Where possible creating a dedicated route for disabled customers is a good approach but it should not in itself discriminate by using approaches or services that create inequality. For example, having a dedicated access booking telephone line but charging a premium rate call charge or a telephone booking surcharge would be direct discrimination.

All booking arrangements must give due cognisance to the needs of disabled customers. Particularly, where customers may need to be accompanied by a carer or PA (Personal Assistant) to facilitate their visit. It is reasonable for disabled customers to expect their facilitators to be provided with tickets free of cost.

All bookings where a customer has identified as a disabled person, or supporting a disabled person, and requested some form of assistance, reasonable adjustment or concession must be communicated to the onsite team delivering the services at the booked event.

Typically, but not exclusively, reasonable adjustments may include things like:

Level or wheelchair access

Use of a quiet space or place

Access to an accessible toilet

Assistance from a sighted guide

Assistance with obtaining refreshments

Use of a hearing loop when at key points

Loan of a sensory backpack during the visit

Access to a spending area for assistance dogs

Maps, guides or programmes in alternative formats

Close proximity or accessible seating when viewing event screens

Use of a seat when queueing or at places where prolonged standing is required

Nonvisible impairments and long-term conditions

Many disabled people have non-visible conditions or impairments. Sometimes people will choose to identify that they have a 'hidden disability' or non-visible condition. Often this is achieved by wearing a sunflower lanyard or badge – a nationally recognised scheme.

There is no requirement for disabled people to disclose their condition or impairment. Wearing a sunflower lanyard or badge indicates that the person may need a little extra help, patience or understanding. The scheme's creators emphasise one ethos above all; that of kindness.

Venue Sites

In no particular order, we aim to provide the following facilities at venues as a baseline for access:

- Toilets available in standard formats, gender neutral, and accessible forms.
- Signage and waymarking in text and symbol format, visible to all, and accessible styles.
- Accessible, level access, viewing areas are provided in key points and clearly indicated as such.
- Live streaming options where available and seating options, including level access, are provided.
- Assistance dogs are welcomed, spending places identified and water bowls readily available.
- Induction loops are provided, portable units work well at key points of interaction.
- BSL interpreters are provided where requested at events such as award ceremonies.
- Quiet spaces for disabled people who need them, in welcoming settings, and with appropriate furnishings.
- Spectator services guides are ready and able to respond to access requests and enquiries in real-time.
- Presentations, stages and podiums promote diversity and inclusion by actively demonstrating good accessibility and inclusive practice.
- Catering services are responsive to visitors who may have specific dietary needs or require assistance carrying their purchase or finding suitable tables or seating.

Accessibility Checklist

EDI Lead: -----

EDI Champion: -----

Venue: -----

Date completed: -----

The Accessibility Checklist has 23 sections. Venues and organisations may have access facilities or services not covered in the checklist. Please add these at the end of the checklist in the section marked A.

Where your venue or organisation has constraints beyond your control such as the environment, capacity concerns, or something else please document these in the section marked B. Explain what actions you have taken to provide reasonable adjustments where such constraints impact on disabled visitors, staff or volunteers.

Where you have questions or require further advice about potential access issues, please note these in section C and we will assist you with advice, solutions and support.

	Action	Essential	Desirable	Response / Notes
1	Information guides on accessibility	<p>There are access guides available for each venue and made publicly available to help disabled people make informed decisions about their visit.</p> <p>Access guides are available for pre-visit planning from the website.</p>		
	Action	Essential	Desirable	Response / Notes
2	Getting to the venue	<p>Travel options have all been explored on how to get to the venue and clearly communicated including by road, bus, train, bike and adaptive bike.</p> <p>Linking paths and routes from the key public transport drop off points for the venue have been walked and checked for accessibility and ease of access.</p>		
	Action	Essential	Desirable	Response / Notes
3	Signage and wayfinding	<p>There is clear accessible signage to support orientation and wayfinding, from entrance, to central hub, parking, toilets, and the accessible viewing areas.</p>		
	Action	Essential	Desirable	Response / Notes
4	Getting help and assistance	<p>There is a central hub location where disabled people can ask for advice; as well as asking questions regarding their particular needs.</p> <p>The staff are trained and fully aware of what the challenges might be for disabled visitors.</p> <p>The staff are able to offer support and solutions to access issues as they arise and as best, they can.</p>		

	Action	Essential	Desirable	Response / Notes
5	Name badges		There are name badges, if used, that are clear, large print and easy to read.	
	Action	Essential	Desirable	Response / Notes
6	Requests for reasonable adjustments	<p>There is a clear and easily understood process for requesting reasonable adjustments.</p> <p>For example, a disabled visitor requesting an accessible car parking space, a deaf visitor asking about presentation ceremonies being captioned, or a family with an autistic child asking about quiet space or a sensory backpack, a deaf person asking about BSL interpreter for communication needs.</p>		
	Action	Essential	Desirable	Response / Notes
7	Car parking	<p>There are accessible car parking bays close to the venue and there are accessible shuttle options if the parking is located at a distance to the accessible viewing areas and other facilities.</p> <p>That a plan is in place for disabled visitors who cannot use a shuttle service and must remain with their vehicle. For example, people who have too much equipment to carry with them on a public service.</p>		
	Action	Essential	Desirable	Response / Notes

8	Drop off points	<p>There are drop off points where people with access needs or requirements can be dropped off.</p> <p>Drop off points used by disabled visitors have safe places to wait whilst drivers, carers or personal assistants park or retrieve their vehicles.</p> <p>A plan for situations where the disabled person is the driver of the vehicle and cannot use a drop off point.</p>		
	Action	Essential	Desirable	Response / Notes
9	Queues		<p>There are arrangements in place to support people with access needs or requirements when there are large queues or long waits for ticketing.</p>	
	Action	Essential	Desirable	Response / Notes
10	Viewing areas and accessible platforms	<p>There are viewing areas for disabled people and that these are clearly marked and easy to locate.</p> <p>Disabled viewing areas are designed to not separate disabled people from their companions.</p> <p>Seating is available for ambulatory disabled people who cannot stand for prolonged periods.</p>		
	Action	Essential	Desirable	Response / Notes

11	Live screening	There is a live screen to watch the action of the event in accessible viewing areas where this is achievable.	Where commentary is provided on screen; it is available with subtitles or captions.	
	Action	Essential	Desirable	Response / Notes
12	Timing of events		Information on 'best place to be when' is clearly communicated within the access guides for each venue.	
	Action	Essential	Desirable	Response / Notes
13	Site Access	Gradients and surfaces are reviewed to determine the level of accessibility and to identify where accessible routes can be provided and by what means can this be achieved.		
	Action	Essential	Desirable	Response / Notes

14	Toilets	<p>There are gender specific toilets, non-gender specific toilets.</p> <p>There are accessible toilets which can accommodate a wheelchair user.</p> <p>Accessible toilets should meet a minimum standard to include grab rails, a shelf, hand washing facilities, wide doorway, and ample turning space.</p> <p>Where practical and reasonable for the size of audience, venues should provide a Changing Places Toilet. These can be hired and take the form of a 'portacabin' style unit. Typically, units must contain a ceiling hoist, peninsular toilet, and adult size changing bench. Or find where the nearest one is located</p> <p>All staff and volunteers should know the location of accessible toilets.</p>		
	Action	Essential	Desirable	Response / Notes
15	Eating and drinking	<p>Eating and drinking options should aim to offer a balanced range and include gluten free, vegetarian and vegan options.</p> <p>Make sure some tables are of a height suitable for wheelchair users.</p> <p>Make sure some tables, where provided, are of a height suitable for wheelchair users</p>	Various food options are available including Halal and Kosher	
	Action	Essential	Desirable	Response / Notes
16	Assistance dogs	<p>Water Bowls and a place for assistance dogs are available.</p> <p>Spending areas should be available and clearly marked; as well as staff being aware of their existence and location.</p>		

	Action	Essential	Desirable	Response / Notes
17	Facilities for hearing impaired and deaf visitors	<p>Identify where hearing loops are located, and these are communicated via the access guides.</p> <p>Test hearing loops daily to ensure they are working correctly and are charged where they are portable units.</p> <p>Consider the impact of areas using background music where the space also provides audio commentary or public announcements.</p>	Where there are award ceremonies or public presentations consider the use of a BSL interpreter as well as providing on screen captions. Unless it is a requested reasonable adjustment.	
	Action	Essential	Desirable	Response / Notes
18	Quiet space	<p>Offer a quiet space for someone who needs time out and is away from crowds and noise where possible.</p> <p>Ensure that quiet spaces are wheelchair accessible and ideally within reasonable distance of an accessible toilet.</p>		
	Action	Essential	Desirable	Response / Notes
19	Accessibility activities and accommodation in the local area		Through community mapping identify what else is in the area - to encourage disabled users to come to stay.	
	Action	Essential	Desirable	Response / Notes

20	Volunteers	<p>All volunteers have attended training and it has covered accessibility and provisions in place at each venue.</p> <p>Training should include, trans awareness, being flexible and adaptable to the needs of diverse users, offering support and help to those with specific needs and using inclusive language and practices.</p> <p>Spectator Guides should be provided with a more in depth understanding of the practical aspects of the site's accessibility, the accessibility of processes such as ticketing, and an awareness of the less tangible aspects of welcoming disabled visitors such as the meaning and use of sunflower lanyards.</p>		
	Action	Essential	Desirable	Response / Notes
21	Community mapping	Conduct a community mapping exercise working with local community groups to identify and scope opportunities.		
	Action	Essential	Desirable	Response / Notes
22	Podiums and presentations	<p>Podiums and presentation areas should embrace accessibility too.</p> <p>Podiums should be wheelchair accessible where practical.</p>		
	Action	Essential	Desirable	Response / Notes
23	Mobility aids and other provision	<p>There are mobility aids to support disabled people with communications and movement around the venue, for example sensory packs.</p> <p>Also provide period products at all venues and these are supplied free of charge.</p>		

A	Additional access provisions not listed in the checklist.			
B	Facilities or services constrained by issues outwith your control.			
C	Access issues requiring additional follow up or clarification.			

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