



# Accessibility Policy

*Part of the BYO Inclusion and Values Policy Suite*

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Britannia Youth Organisation CIC is a Community Interest Company registered in England and Wales.  
Company No. 12515346 | Registered Address: 36 St Joseph's Rd, Ward End, Birmingham, B8 2JU

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Owner	Britannia Youth Organisation CIC
Approved By	Hassan Kingsley, Governor
Cross-References	Equality, Diversity and Inclusion Policy, Organisational Values Framework, Health and Safety Policy, Recruitment, Selection and Onboarding Policy, Code of Conduct Policy, Data Protection Policy

## 1. Purpose & Scope

This policy ensures that Britannia Youth Organisation (BYO) is accessible to all young people, staff, and stakeholders, regardless of disability or additional needs. We are committed to removing barriers and creating an inclusive environment where everyone can participate fully.

This policy applies to all BYO services, activities, premises, communications, and employment practices.

## 2. Our Commitment

BYO will:

- Provide reasonable adjustments to enable participation
- Ensure our physical spaces are as accessible as possible
- Make information available in accessible formats
- Train staff to support people with diverse accessibility needs
- Continuously improve our accessibility practices

## 3. Physical Accessibility

### Venues and Facilities

- Venue selection considers accessibility features including step-free access, accessible toilets, and parking
- Regular accessibility audits of our premises and frequently used venues
- Equipment provision such as hearing loops, accessible seating, and mobility aids where needed
- Clear signage with appropriate contrast and font sizes
- Emergency procedures include specific considerations for people with disabilities

### Activity Planning

- Risk assessments include accessibility considerations for all participants
- Alternative formats for activities when standard approaches aren't accessible
- Flexible delivery to accommodate different physical and sensory needs
- Equipment adaptations available where possible

## 4. Communication Accessibility

### Information Formats

We will provide information in accessible formats including:

- Large print documents when requested
- Easy read versions of key information
- Digital formats compatible with screen readers
- Visual aids and pictorial information where helpful
- Plain English in all communications

### Digital Accessibility

- Website accessibility following WCAG guidelines where possible
- Social media includes image descriptions and accessible content
- Online sessions use accessible platforms and provide alternatives
- Digital documents formatted for screen reader compatibility

### Communication Support

- BSL interpreters arranged when requested with adequate notice
- Language support for non-English speakers
- Communication aids available during sessions
- Staff training in basic communication accessibility

## 5. Reasonable Adjustments

### Assessment Process

When someone requests support, we will:

1. **Listen** to what adjustments are needed
2. **Discuss** practical options together
3. **Implement** agreed adjustments promptly
4. **Review** effectiveness and adapt as needed

### Types of Adjustments

Common adjustments may include:

- **Timing changes** - different session times or break patterns
- **Format changes** - alternative ways of delivering activities
- **Support provision** - additional staff or volunteer support
- **Environmental modifications** - lighting, seating, or noise adjustments
- **Equipment provision** - assistive technology or adapted materials

### Process

- **Early discussion** about needs during registration or induction
- **Individual planning** for complex requirements
- **Staff briefing** on agreed adjustments
- **Regular review** to ensure adjustments remain effective

## 6. Staff Training and Awareness

### Basic Training

All staff and volunteers receive training on:

- **Disability awareness** and appropriate language
- **Making reasonable adjustments**
- **Communication best practices** with disabled people
- **Emergency procedures** for people with additional needs
- **Using accessibility equipment** available to BYO

### Specialist Support

- **Additional training** provided for staff supporting people with specific needs
- **External expertise** sought when needed
- **Regular updates** on accessibility good practice
- **Peer learning** and sharing of effective approaches

## Employment Accessibility

### Recruitment

- **Accessible recruitment** processes including alternative application formats
- **Interview adjustments** provided when requested
- **Workplace assessments** for successful candidates
- **Equipment provision** through Access to Work scheme where applicable

### Workplace Support

- **Reasonable adjustments** for all employees
- **Regular reviews** of workplace accessibility
- **Flexible working** arrangements where possible
- **Career development** opportunities accessible to all staff

## 7. Monitoring and Improvement

### Feedback

- **Regular feedback** collection on accessibility of our services
- **Accessible feedback** methods including verbal, written, and digital options
- **Annual accessibility** review with service users
- **Staff feedback** on accessibility challenges and solutions

### Continuous Improvement

- **Action planning** based on feedback and identified gaps
- **Budget allocation** for accessibility improvements
- **Partnership working** with disability organisations
- **Good practice sharing** with other youth organisations

## 8. Responding to Accessibility Barriers

### Reporting Issues

If someone experiences accessibility barriers:

- **Immediate response** to address urgent issues
- **Investigation** of the barrier and potential solutions
- **Follow-up** to ensure resolution is effective
- **Learning** captured to prevent similar issues

### Complaints Process

Accessibility complaints are handled through our Complaints Policy with:

- **Priority response** for accessibility-related complaints
- **Independent review** available if needed
- **Reasonable adjustments** to the complaints process itself
- **Learning integration** into future accessibility planning



## 9. Resources and Support

### Internal Resources

- **Accessibility equipment** inventory maintained and regularly updated
- **Staff guidance** on common accessibility needs
- **Venue accessibility** information for all regular locations
- **Emergency procedures** adapted for accessibility needs

### External Support

- **Local disability organisations** for specialist advice
- **Access to Work scheme** for employment support
- **Equipment suppliers** for assistive technology
- **Training providers** for specialist accessibility training

## 10. Related Policies

This policy should be read alongside:

- **Equality, Diversity and Inclusion Policy**
- **Organisational Values Framework**
- **Health and Safety Policy**
- **Recruitment, Selection and Onboarding Policy**
- **Code of Conduct Policy**
- **Complaints Policy**
- **Data Protection Policy**

## 11. Emergency Contacts

**Main Office:** 0121 448 7378

**DSL:** Joshua Hall (07925 328 728)

**Deputy DSL:** Hassan Kingsley (07597 874 222)

### Document Control:

- This policy supports BYO's commitment to inclusion and equal access
- Regular review ensures we continue to improve accessibility
- All staff have responsibility for implementing accessibility good practice

### Reviewed by:



**Hassan Kingsley**

Date: 08/07/2025

Next Review Date: 08/07/2026

*This policy forms part of BYO's commitment to safeguarding and should be read alongside our complete Safeguarding Framework.*

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