

# 35. Access Policy

## Overview of Policy

This document defines the agreed policy for Camp and Furnace Limited in terms of the standards that we maintain in relation to the access of all persons and especially those with disabilities and protected characteristics as defined by the Equality Act 2010. (The Act) This legislation actually strengthens and adds the legislation that was the Disability Discrimination Act 1995. The aim of this policy is to ensure that when access provisions become unavailable, the public are informed via social media and our website.

The Act defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term effect on their ability to carry out normal day to day activities.

For the purposes of the Act, the below definitions apply;

- Long term means that the effect of the impairment has lasted or is likely to last for at least 12 months.
- A substantial effect is more than minor or trivial, and more than the normal differences in ability that exists between people.
- Normal day to day activities include everyday things such as eating, washing, walking and going shopping.

It is worthy of note, that ignoring the needs of people with disabilities as a potential customer base, costs UK businesses around £1.8 billion per month. 75% of disabled people and their families also say they have left a shop or other business because it failed to meet their needs. Furthermore- two-thirds of the British public (67%) admit to feeling 'uncomfortable' and 'awkward when talking to disabled people.

Camp and Furnace will seek to empower its employees with a firmer understanding of all areas of disability, covering issues such as correct use of language, customer service, etiquette, communication, legislation and the development of inclusive business environments. In order to achieve this we will;

- Encourage our workforce to adopt a greater sense of empathy
- Improve our customer service
- Engage with staff to allow them to communicate more effectively
- Support staff and customers with disabilities
- Increase our target market
- Widen our appeal to potential employees and customers
- Generate positive publicity for our business

This can include, but is not exclusive to wheelchair users, people with mobility impairments, blind and partially sighted people, people who are hard of hearing and deaf people, people with learning disabilities and people with mental health impairments. People with the likes of HIV, Cancer and Multiple Sclerosis are deemed to be covered by the Act effectively from the point of diagnosis as opposed to the point where the illness starts to have an effect on how they carry out normal day to day activities.

There are also people with disabilities that are not visible or clearly identifiable. Invisible disability, or hidden disability, is an umbrella term that captures a whole spectrum of hidden disabilities or challenges that are primarily neurological in nature. Invisible disability, or hidden disability, are defined as disabilities that are not immediately apparent. Some people with visual or auditory disabilities who do not wear glasses or hearing aids, or discreet hearing aids, may not be obviously disabled. Some people who have vision loss may wear contacts. A sitting disability is another category of invisible impairments; sitting problems are usually caused by chronic back pain.

Those with joint problems or chronic pain may not use mobility aids on some days, or at all. Although the disability creates a challenge for the person who has it, the reality of the disability can be difficult for others to recognize or acknowledge. Others may not understand the cause of the problem, if they cannot see evidence of it in a visible way.

# 35. Access Policy

The Social Model tells us that people are 'disabled' by the barriers that exist within society. These barriers are split up into three categories, they are;

1. The environment, which includes inaccessible buildings and services.
2. People's attitudes, such as stereotyping, discrimination and.
3. Organisations with inflexible policies, practices and procedures.

The aim of this policy is to;

- Ensure that every customer is treated with dignity and respect and that any disability is quickly identified and acknowledged.
- To ensure that all staff are aware of a disability including those that cannot be seen.
- To ensure that all reasonable adjustments are made to accommodate a person with a disability whether we have had prior notice or not.
- To ensure that they are safe and comfortable during their visit to our premises.
- To ensure that wheelchair users and customers who require a seat at a performance have a good view of the stage.
- To ensure that all artistes and accompanying team, have access needs established prior to arrival at Camp and Furnace.

This process will start online by making sure that all information contained therein is presented in a way that it is clear and of a font size that everybody can read. We will also make sure that there are enough facilities for a person to book tickets for our events.

We will be alert to the fact that certain people may need to be escorted or assisted both once they arrive and when they are inside the venue. In such cases, arrangements will be made for such people to enter the venue early and be accompanied by a personal assistant who will be provided full access at no extra cost. Assistance dogs will be catered for and consideration will be given to any loud music or strobe lighting that may cause the dog distress or anxiety as the dog's welfare is also a consideration for us. Assistance dogs should be registered with an organisation that is a member of Assistance Dogs UK.

We will also make sure that sufficient information is available in relation to car parking and directions for customers to get to our venue. Our staff will offer personalised service to those who require it.

The venue has access to exclusive disabled toilets and consideration will always be given to increasing these facilities on an event by event basis. Such facilities will be regularly checked to ensure that they always remain accessible and fully operational.

When internally accessing Camp from Furnace or vice versa, a step will be encountered however, a portable ramp system is available to ensure smooth and safe transition from either premise should this be required. Access to bar and servery areas will be constantly assessed and a suitable area will be identified for wheelchair users to be served.

Every person who attends at our premises should feel safe, secure and comfortable whilst in the venue

Door staff should always be briefed by a company manager at the start of each event and the relevant protocols pointed out

## **Conclusion and desired outcomes**

Adherence to this policy will:

- Discharge the club's duty under the Licensing Act 2003
- Discharge the club's duty under the Equality Act 2010
- Promote the licensing objectives
- Reduce complaints
- Enhance the company's reputation with our customers and Responsible Authorities
- Enhance the customer experience at the venue.
- Create a culture of empathy and understanding within the venue

# 35. Access Policy

<b>Company Lead</b>	Stuart Moore
<b>Crime Category if appropriate</b>	
<b>Related Legislation</b>	Licensing Act 2003. Equality Act 2010
<b>Linked Policies</b>	
<b>Date Implemented</b>	February 2021
<b>Last Review</b>	February 2021
<b>Actions Required for implementation</b>	All staff to be given a training input prior to implementation including the security team.  Policy to be placed into the SOP manual and listed for review by management on or before the below date.
<b>Next Review</b>	<b>January 2022</b>