PLATT MEMORIAL HALL

ACCESSIBILITY POLICY

1. Purpose

Platt Memorial Hall is committed to ensuring that all members of the community can access and enjoy the hall's facilities, services, and activities. This policy sets out our commitment to removing barriers, making reasonable adjustments, and promoting an inclusive environment for everyone.

2. Scope

This policy applies to:

- Hall users and hirers
- Volunteers and committee members
- Contractors and service providers
- Visitors and members of the public

3. Our Commitment to Accessibility

Platt Memorial Hall will:

- Provide an environment that is welcoming and accessible to all.
- Make reasonable adjustments to support people with disabilities or additional needs.
- Ensure information about Platt Memorial Hall is available in accessible formats where possible.
- Maintain facilities to support accessibility, including step-free access and accessible toilets.
- Consider accessibility needs when planning improvements, refurbishments, or new services.
- Work with hirers to ensure events held at Platt Memorial Hall are inclusive and accessible.

4. Physical Access

We aim to ensure that the hall's physical environment supports access for all users. This includes:

- Step-free access to the main entrance
- Clear signage
- Accessible toilet facilities (if applicable)
- Adequate lighting in internal and external areas
- Safe, unobstructed pathways
- Seating available for those who need it

Where limitations exist due to the building's age or structure, we will work to minimise barriers and provide reasonable alternatives.

5. Communication & Information

Platt Memorial Hall will:

- Provide clear, easy-to-understand information about facilities, events, and hire arrangements.
- Offer alternative formats (e.g., large print) on request where reasonably possible.
- Ensure emergency information and signage are accessible and easy to follow.

6. Events & Activities

Hall hirers are expected to:

- Consider accessibility needs when planning events.
- Ensure activities are inclusive and do not disadvantage any participant.
- Communicate any specific accessibility arrangements or limitations to attendees.

7. Assistance & Support

We welcome requests for assistance. Users may:

- Ask for help with access arrangements
- Request reasonable adjustments
- Notify us of any barriers they encounter

Volunteers and committee members will respond respectfully and promptly.

8. Feedback & Complaints

We encourage feedback on accessibility. Any concerns or complaints should be directed to the Bookings Secretary, Rachael Lumpton on the following e-mail address -

secretary@plattmemorialhall.org or mobile - 07490957060 who will forward them to the Committee. All reports will be handled sensitively and in line with our complaint procedure.

Feedback will be used to improve accessibility wherever possible.

9. Review

This policy will be reviewed annually or sooner if legislation, feedback, or building changes require it.

Reviewed June 2026