

CULTURE PERTH & KINROSS

Audience Accessibility Policy

Introduction and scope

The purpose of this policy is to provide a consistent, cohesive, and improved approach to accessibility for visitors and service users across all CPK venues and online. It does not cover accessibility around internal matters such as staff, volunteers, and back-of-house working environments, which are addressed in other policy documents. However, there will naturally be cross-over between the two areas and accessible venues and programmes for audiences also have benefits for the staff and volunteers working with them. The process of developing this strategy has identified a wider ambition and need to have an up-to-date internal staff and volunteer-focused accessibility strategy alongside the audience version.

This document covers core venue accessibility as well as programming, events, interpretation, and online activity. It cannot cover every discreet audience activity that CPK undertakes, but rather aims to give a framework for providing an accessible service across as many public-facing areas of work as possible, which can be adapted to fit specific contexts or audiences.

The policy brings together CPK strategic objectives, legal requirements, best practice advice from within and outwith the cultural sector, expertise from accessibility professionals and those with lived experience of disability, findings from previous accessibility audits of CPK, and the knowledge of our own staff and volunteers.

Core Principles to the Policy

1. Accessibility is core to everything we produce, not an add-on or an option.

This means we embed accessibility in every project from the start, considering access needs of audiences from the initial planning phase. If we cannot produce an experience that is sufficiently accessible, we will go back to the drawing board.

2. We will be guided by evidence, best practice and those with lived experience of disability; not stereotypes or assumptions.

This means collecting data on the number of disabled people using our services, regularly asking them for feedback, and consulting with local and national disabled groups. We will ensure findings are shared with all relevant staff and implemented.

3. We will continuously improve and grow our accessibility provision across all of our services, and communicate where and how we are improving.

We will do this by seeking additional core and grant funding, and by continuously reviewing our services to see where improvements can be made in terms of our offer, facilities, and staff training.

4. We will provide consistency of accessibility across all our venues and services, where it is within our control to do so.

We will ensure accessibility improvements are rolled out across all our venues (not just our largest ones), so audiences have the same opportunity to engage with us wherever they are in Perth and Kinross.

5. Ensure all future projects have enough time and budget to engage with relevant disabled or access groups and individuals to plan, pilot, and/or consult with them.

We will ensure time and resourcing to consider and implement reasonable adaptations is included in all project proposals and funding applications. This includes documenting the impacts of reasonable adaptations.

6. All our staff will be involved and have a role play in our journey to becoming a fully accessible and anti-ableist¹ organisation.

We will share this strategy with all staff and annual review meetings with representatives across all departments and services to ensure it is still fit for purpose and achieving its goals. This strategy was developed with representatives from a wide cross section of services and levels across the organisation to maximise awareness and buy-in.

Our responsibilities under the law

Obligations under the 2010 Equality Act require organisations to make reasonable adjustments to ensure disabled people can access spaces, services, and employment equally. This means we are required to:

- Review regularly whether services are accessible to disabled people
 - Carry out and act on the results of an access audit carried out by suitably-qualified people
 - Provide regular training to staff which is relevant to the adjustments to be made
 - Review regularly the effectiveness of the reasonable adjustments and act on the findings of those reviews
 - Consult with local and national disability groups
 - Promote the adjustments that have been made so disabled people know they can use the service
 - Train employees to appreciate how to respond to requests for reasonable adjustments
 - Train employees to have additional customer care skills such as communicating with hearing-impaired people or using sign language.
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