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<b>Project Name:</b>	<b>Amdani! Conwy</b>
<b>Document title:</b>	<b>Access Assessment Guide (English)</b>

This is a guide to help you think about ways you can make your venues, projects and events accessible for a range of people, especially those with specific access needs such as disabled, Deaf and neurodivergent people.

This is a live document which will be regularly updated according to best practice and learning acquired throughout the Amdani! Conwy project. Please revisit it for guidance when submitting a Volunteer Role Description to Amdani! Conwy.

Contact David Cleary - Access and Inclusion Officer if you have any questions, queries or require this document in a different format. Email: [david@dacyrmu.com](mailto:david@dacyrmu.com) or call 07743 932406 to arrange a call.

	<b>Access area</b>	<b>Consideration</b>	<b>Mitigation</b>	<b>Additional measures</b>
1	Consultation and planning	<p>- Have you asked people what their access requirements are?</p> <p>How have you requested this information?</p>	<ul style="list-style-type: none"><li>- Consult or organise an access audit with staff and groups with lived experience at the early planning stage.</li><li>- Set aside a budget for access support in funding bids.</li><li>- Ensure accessible avenues of communication are in available for disabled/Deaf attendees to feedback:</li></ul>	<ul style="list-style-type: none"><li>- Clearly communicate access information in promotional material.</li><li>- Ensure a channel is open for attendees to request their access needs before the event happens</li><li>- Respond to feedback regarding access and create an action plan to reduce barriers in future.</li></ul>

(Mae'r ddogfen hon hefyd ar gael yn Gymraeg)

			I.e. Dedicated text phone, public email address, group meeting with BSL Interpreters.	
2	Mobility/level access requirements	- Have you thought about access for wheelchair users and those requiring level access?	<p>- Plan for level access. Explore the venue, noting potential obstacles and map accessible routes. Identify:</p> <ul style="list-style-type: none"> <li>- Steep inclines and slopes</li> <li>- Curbs, steps &amp; ledges</li> <li>- uneven ground</li> <li>- Location of ramps</li> <li>- Parking and drop off points. See section 7.</li> <li>- Travel and public transport routes. Include location of nearest bus stops, taxi ranks near to the venue/event. See section 8.</li> <li>- Doors and how they are activated or used i.e. are these automatic or manual to open. If the latter, how heavy are they? Are they fire doors, and can they be and can they be used as an adequate evacuation route?</li> </ul>	<ul style="list-style-type: none"> <li>- Cover the cost of personal assistance if requested.</li> <li>- Make staff available on entry to assist with heavy doors or to keep space free of obstacles</li> <li>- Purchase or rent safety certificated wheelchair ramps</li> <li>- Book public transport or taxi with wheelchair ramp or ease of access</li> <li>- Enable remote online access detailing the entry points and facilities – say what cannot be done – i.e. heritage site with no access to first floor.</li> <li>- What contingencies can be put in place to meet needs? This could be additional staff with knowledge of evacuation and other key points relevant to the event.</li> </ul>

(Mae'r ddogfen hon hefyd ar gael yn Gymraeg)

			<ul style="list-style-type: none"><li>- Corridors (at least 200cm wide)</li><li>- Lift access - Include information on lift. Share capacity, dimensions and what sounds should be expected? What are the operating features? For example: some lifts require the user to hold a button down which can be problematic for some people.</li><li>- Accessible facilities. How are they accessible?</li><li>- For example – Toilets and W.C.s: How do people get to them, what apparatus do they contain and how big are they? See section 9.</li><li>- Are there low counters in bars, cafés and box offices?</li><li>- Limited event capacity or identify area for people with level access needs in event or exhibition space to move freely.</li></ul>	
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(Mae'r ddogfen hon hefyd ar gael yn Gymraeg)

3	Large scale crowd events – Audiences over 300	<p>Large scale requires considerations about people's safety and how disabled people can gain the best experience with compromise. One size fit all is not acceptable and event/venue will need to have a plan in place depending on how the events are run</p>	<ul style="list-style-type: none"> <li>- Is the entrance capable of supporting all attendee's safe egress.</li> <li>Are the staff trained to ensure different people's needs are considered. Will you need to stagger different groups of attendees?</li> <li>Paid and trained event and venue staff in place to manage volunteers and crowds.</li> <li>- Clear and easy to read wayfinding with images and directional symbols or colour codes.</li> <li>- Production teams set up barricades, markers and event infrastructure which allows accessible routes around the event set up.</li> <li>Communicate in promotional information that activity will be busy and noisy.</li> </ul>	<ul style="list-style-type: none"> <li>- Staggered times of entry can help different disabled people to safely enter depending on the size and space of your event – allowing people with level access needs or sensory overload issues at first.</li> <li>-Provide personal noise dampening headphones or earbuds.</li> <li>- If using BSLI ensure Deaf people know where they can view the signers</li> <li>- Information on whether there are loud noises, bangs or flashing lights</li> <li>If the event is part of a run or series of events, can one of the events be 'relaxed' or assisted performances.</li> <li>- Refer to Access Audit in section 1. Consultation</li> <li>- Consider opening times and plan to ensure access provision is in place and booked in good time. In Conwy BSLI's take at least 6 weeks to secure.</li> </ul>
4	Flashing lights & loud audio	<ul style="list-style-type: none"> <li>- Are there repetitive flashing lights that affect light sensitive</li> </ul>	<ul style="list-style-type: none"> <li>- Include disclaimers in marketing information and notices before entry in accessible formats</li> </ul>	<ul style="list-style-type: none"> <li>- Organise alternative or additional accessible 'relaxed' events with reduced sensory stimulus and more stable lighting washes.</li> </ul>

(Mae'r ddogfen hon hefyd ar gael yn Gymraeg)

		<p>issues or sudden loud noises which can trigger sensory overload? Have a light fixed on any BSLI's so they are always seen</p>	<ul style="list-style-type: none"> <li>- Give notice to staff and the public of when light and noise elements will begin.</li> </ul>	
5	<p>Discrimination (Staff, artist, contractors, technical workers and public)</p>	<ul style="list-style-type: none"> <li>- What action will be taken if someone is discriminatory or abusive? Remember discrimination can be unintentional too.</li> </ul>	<ul style="list-style-type: none"> <li>- Refer to the <a href="#">Equalities Act 2010</a> and <a href="#">Wellbeing of Future Generations Act 2015</a>.</li> <li>- Paid and trained venue staff in place and within reach to call on in an emergency. No volunteers should be isolated or unreachable during shifts.</li> <li>- Brief staff and volunteers of confidential reporting procedure and comms tree (Include Amdani! Conwy when incidents involve a volunteer).</li> <li>- Make sure that after-care support is offered and freely available to victims of abuse.</li> </ul>	<ul style="list-style-type: none"> <li>- Paid staff trained in anti-harassment and discrimination training. Call 999 in cases of sustained or violent behaviour.</li> <li>- Accredited and trained security in place during events when required, such as events serving alcohol.</li> <li>- Form partnerships or put in place a referral system with a health provider to offer care support for victims of abuse. Take note and implement any lessons learnt through the experience to prevent recurrence.</li> </ul>

(Mae'r ddogfen hon hefyd ar gael yn Gymraeg)

6	Invigilation and stewardship	<ul style="list-style-type: none"> <li>- What access considerations are put in place for staff and volunteers.</li> <li>Are there long periods of standing?</li> <li>What locations are people in, i.e., near entrances or outdoors.</li> <li>Are there issues with the environment which can impact the senses such as hard surfaces, changing lights, dark place areas.</li> </ul>	<ul style="list-style-type: none"> <li>- Provide dedicated and comfortable seating with back support</li> <li>- Place people in warm locations or change shifts to vary locations.</li> <li>- Schedule regular breaks</li> <li>- communicate rotas in advance.</li> <li>- Communicate conditions of the space in promotional and marketing material, i.e. directional lighting, temperature, sounds, smells.</li> </ul>	<ul style="list-style-type: none"> <li>- Structure rota to include multiple short-time shifts to support stewards who experience fatigue.</li> <li>- Allow more regular breaks to fit with an individual's access needs or medication schedule. See 13. Training and Access Documents</li> <li>- See 10 Communications - Create a Social Story</li> <li>Encourage review and feedback from staff and volunteers.</li> </ul>
7	Parking and drop off points	<ul style="list-style-type: none"> <li>- Is there accessible parking near the venue or event space?</li> <li>- Are there adequate drop-off and pick-up points</li> </ul>	<ul style="list-style-type: none"> <li>- Share parking locations and rates in marketing and promotional content.</li> <li>Ensure the accessible parking spaces are used effectively and protected.</li> </ul>	<ul style="list-style-type: none"> <li>- See 10. Communications - Create a Social Story or video of the route.</li> <li>- Accept advance requests and ringfence parking space in advance for disabled volunteers and staff and police them to ensure they are used effectively.</li> </ul>

(Mae'r ddogfen hon hefyd ar gael yn Gymraeg)

			<ul style="list-style-type: none"> <li>- Communicate the distance and terrain between venue and parking including any inclines.</li> <li>Ensure no barriers in the way for car or taxi's drop off points</li> </ul>	
8	Public transport	<ul style="list-style-type: none"> <li>- Is there a regular and accessible public transport route to the event or venue.</li> </ul>	<ul style="list-style-type: none"> <li>- Organise activity close to public transport links.</li> <li>- Communicate the distance between activity and the nearest bus stop and train station.</li> <li>- Research if stations have lift or unassisted level access from the platform.</li> <li>- Include links to public transport timetable information.</li> <li>- Provide financial cover for volunteers' transport costs. Amdani! Conwy will support this for our volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>- Organise events around bus and train links. If there are irregular services, finish the event in time to allow people to reach their connection.</li> <li>- Advance book taxi / accessible cabs if an event is late running.</li> <li>- Organise transport with a local coach hire company.</li> </ul>
9	Toilet and restroom Facilities	<ul style="list-style-type: none"> <li>- Are toilets and facilities accessible and are</li> </ul>	<ul style="list-style-type: none"> <li>- Communicate what facilities are available and their location at the site of activity in various formats, signage on websites</li> </ul>	<ul style="list-style-type: none"> <li>- Cover cost of personal assistance</li> <li>- Remove any barriers between events and facilities.</li> </ul>

(Mae'r ddogfen hon hefyd ar gael yn Gymraeg)

		<p>clearly sign posted?</p>	<p>or ensure there are tactile info points.</p> <ul style="list-style-type: none"> <li>- Hold events in areas that are a short distance away from accessible facilities.</li> <li>- Include a list of what accessible toilets have in place: <ul style="list-style-type: none"> <li>● Large floor space</li> <li>● Grab rails</li> <li>● Raised toilet seat.</li> <li>● low mirrors and sinks</li> <li>● emergency alarm cord</li> <li>● Light door which opens both ways</li> <li>● Position of transfer i.e. left or right or both</li> </ul> </li> <li>- Clear signage and symbols with clear directions leading to facilities and inside them.</li> </ul>	<ul style="list-style-type: none"> <li>- Staff offer directional and assisted support to facilities.</li> <li>- Invest in specialist facilities with hoist</li> <li>- Invest in inclusive gender non-specific WC</li> <li>- Audio described welcome with explanation of layout.</li> <li>- Ensure mirrors are at various heights. Not all accessible facilities are used by wheelchair users. Signage to say something like – ‘not all impairments are visible’.</li> </ul>
1 0	Communications	<p>Is the language and the format of marketing information accessible to everyone?</p>	<ul style="list-style-type: none"> <li>- Ensure that printed and digital marketing materials are both used.</li> </ul> <p>Ensure that you have:</p> <ul style="list-style-type: none"> <li>● Easy to read language and short sentence structure.</li> </ul>	<ul style="list-style-type: none"> <li>- Share or present QR codes which enable downloads to resources which work are compatible with accessibility software</li> <li>- Information available in alternative formats (Written / Audio / Screen Reader friendly)</li> </ul>



(Mae'r ddogfen hon hefyd ar gael yn Gymraeg)

		<p>Are the messages in easy Read English or Cymraeg?</p> <p>Are there images which show diversity and welcome to range of people with Protected Characteristics</p>	<ul style="list-style-type: none"> <li>● Large text - 16pt and sans serif fonts.</li> <li>● Images, symbols, visuals, and non-verbal communication</li> </ul> <p>- Ensure digital images and marketing material includes alt-text and screen reader friendly formats (PDF Interactive) Use video and taped info on websites or available to send as downloads.</p> <p>- Disclose pronouns at the start of every briefing.</p>	<p>- Plain text versions made available</p> <p>- Create a Social Story. This can be a photographic, video, visual or written guide to communicate building and event access and the surrounding area which familiarises visitors with your event/venue. Promote this resource through your marketing channels and share promote with Disability networks.</p>
1 1	Fire safety (Alarms)	<p>- Does emergency procedure or alarm communicate with d/Deaf, visually impaired, neurodivergent staff, volunteers and audiences?</p>	<p>- Brief emergency evacuation procedure at the start of activity.</p> <p>- Signage to evacuation routes are visible and checked.</p> <p>- Escape routes are unobstructed and accessible to all.</p> <p>- Paid staff take responsibility for evacuating volunteers and the public out of the building.</p>	<p>- Alarm systems are hooked to a strobe light or vibration source. All staff/volunteers can learn basic sign language for alarm and directions to evacuation points.</p> <p>- Invest in security software which issues mobile notifications.</p>

(Mae'r ddogfen hon hefyd ar gael yn Gymraeg)

<p>1 2</p>	<p>Interpretation</p>	<p>- Is live communication supported and accessible?</p>	<ul style="list-style-type: none"> <li>- Include visual communication tools, symbols, and imagery.</li> <li>- Communicate what access is in place in promotional content with symbols and text.</li> <li>- Share content to attendees and staff before the event.</li> <li>-Book relevant technical workers in good time</li> <li>Ensure equipment for audio description, translations is booked in ahead of time and tested beforehand</li> </ul>	<ul style="list-style-type: none"> <li>- Provide BSL Interpreters who are visible to the whole audience. 2 BSL interpreters are required for any events lasting more than 1 hour.</li> <li>- Audio description of visual and written elements for blind and visually impaired attendees, volunteers and staff.</li> <li>- Make available optional Language Interpreters in a physical and virtual event with an accredited provider.</li> <li>- Provide STTR or captioner support. Provide x 2 for events over 1 hour.</li> <li>- Include bilingual speakers in activities.</li> <li>Ensure hearing loop systems are turned on and in good working order.</li> <li>- Use roving mics in any public interaction during events</li> </ul>
<p>1 3</p>	<p>Training and Access Documents</p>	<p>- Does your organisation have an awareness of and use Access documents or</p>	<p>- Arrange regular Disability Equality Training to staff at all levels and boards within an organisation.</p>	<p>- Action beyond reasonable adjustments and change working conditions in venue and event activities to meet the access needs.</p>

(Mae'r ddogfen hon hefyd ar gael yn Gymraeg)

		handbooks across all team members?	<ul style="list-style-type: none"><li>- Communicate in marketing and promotion that you work to the Social Model of Disability publicly.</li><li>- Implement the use of "<a href="#">Access Riders or statements</a>" for internal and external workers and volunteers.</li><li>- Train staff to use language which empowers and avoids medical descriptions. Phrasing should be focussed on environmental barriers and what access support a person requires, not their impairments.</li></ul>	Ensure that access is included in any negotiation and agreement between Disabled d/Deaf and Neurodivergent workers and volunteers to enable them to perform duties.
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