Toolkit: Making events as accessible as possible

Provide Information about venue access in event description

- Talk to your contact at the venue to find out what the space is like and how accessible it is. You might also be able to find this information on their website, but it’s best to double check with a staff member at the venue.
- You can also use DisabledGo for an extensive list of venues and a review of their accessibility.
- Make sure this information is clear in your event description. If it’s at the bottom of the blurb, put a note to say “accessibility information can be found below”.
- Try and be as detailed as possible, and try and include all of the following:
  - **Parking**
    - Proximity to the venue
    - Are there any disabled parking spaces, or spaces reserved for disabled people?
    - Is there a drop-off point?
  - **Public transport links**
    - How far a walk does this include, and is the journey flat?
  - **Access to the building**
    - Is there level entry?
    - Is there a ramp?
      - If so, how steep is the ramp?
    - Is there a separate entrance for disabled people or wheelchair users?
    - Is the door electrically assisted?
  - **Access within the building**
    - Is there a lift?
    - Is the venue on the ground floor?
    - Will doors to the event open wide enough for wheelchair access?
    - Are the doors electronically assisted or can a member of staff be available to open the doors if needed?
    - Are routes easy to follow, and are they easy to get through?
  - **Hearing Access**
    - Do staff have British Sign Language (BSL) training?
    - Is there a hearing loop at reception and in the room that the event is taking place in?
    - Will there be BSL interpreters present or live captioning available?
  - **Visual Access**
    - Can you provide easy to read copies of the information or handouts?
    - Is your signage easy to read?
  - **Toilets**
    - Are there toilets adapted for disabled people in the building?
    - Are they clearly signposted?
    - Are the disabled toilets close to the room that the event is in?
    - Are the toilets right-hand or left-hand transfer?
  - **Safe space**
    - Will there be a separate room close to the room the event is in for guests to use if they need a quiet space?
  - **Assistance Dogs**
    - Are guide dogs, hearing dogs and other assistance dogs welcome in the venue?
Provide as much information about the event format as possible:

- Will guests be required to move around during the event?
- Is participation required?
- Is there anyone there to help people where needed? (e.g. a personal assistant for the event?)
- Will there be breaks at regular intervals during the event?
- If you are holding an interactive event, but would like to reassure guests that they’re not required to take part, put a note in the blurb explaining this:

  “While the event will have participation, it is all voluntary and you will not be required to take part if you do not want to.”

Consider speakers too:

- Is the stage/speaker area accessible?
- Are any microphones/lecterns height adjustable?
- Are speakers asked if they require audio-visual aids?
- Are speakers informed of reasonable adjustments that may be required (for example, taking a break at a suitable juncture if a sign language interpreter is present)

Consider additional accessibility tools:

1. **Live captioning**
   - A remote interpreter transcribes the event, and captions are displayed in real time on a screen.
   - Requires wifi and extra audio-visual (AV) provision.
   - Requires a detailed summary of the event to be available to the translator in advance, especially if specialist language is being used.
   - A transcript of the event will then be available.

2. **BSL Translators**
   - A BSL translator will translate the event in real time.
   - No extra wifi or AV provisions required.
   - Requires a detailed summary of the event to be available to the translator in advance, especially if specialist language is being used.
   - More than one translator will be required for long or complicated events.

NB – these services will cost extra. Plan them into your budget – it is not acceptable to charge disabled people additional costs to cover support

General good practice:

- If you are providing refreshments, ask for guests’ dietary requirements in advance. Let those with dietary requirements know whether their food will be available on the buffet, or whether they will have to ask a member of staff for a specific plate.
- Always ask for food to be labelled with allergens, and whether its meat, fish or vegetarian/vegan.
- Have a space on a booking form for guests to state if they have any special requirements. Try and contact any guests directly if they do state a special requirement, to ensure that you know exactly what they require.
- **You should strive to make reasonable adjustments to make the event accessible to all.**