

ACCESSIBILITY STATEMENT AND POLICY

1. Purpose and Commitment

Redhills Durham Miners Hall is committed to providing an inclusive, accessible and welcoming environment for all visitors, staff, volunteers and participants. We recognise that accessibility is fundamental to our mission as a centre for culture, education and social action.

This policy outlines our approach to ensuring equitable access to our building, programmes, and services, and our ongoing efforts to identify and remove barriers faced by people with disabilities and access needs.

2. Our Approach

Following major refurbishment works, Redhills has been designed and adapted to improve accessibility throughout the site while respecting the heritage character of this Grade II listed building. We are committed to:

- Ensuring, wherever possible, physical, sensory and digital access for everyone.
- Providing information in accessible formats.
- Welcoming feedback and continuously improving our accessibility measures.
- Training our staff and volunteers to support the needs of all visitors.

3. Physical Access

3.1 Entrances and Movement

- Step-free access is available to the main public entrance and all key visitor areas.
- A passenger lift provides access between all publicly accessible floors.
- Corridors and doorways meet current accessibility standards where the building structure allows.
- Clear signage supports wayfinding throughout the site.

3.2 Facilities

- Accessible toilets are located on each floor.
- Seating is available throughout the building for those who may need to rest.
- Hearing loop systems and assisted hearing systems are available.
- Lighting levels have been designed to support visibility and safety.
- Assistance dogs are welcome throughout Redhills; water bowls can be provided on request.
- Two accessible parking spaces are available close to the main entrance.

4. Programme and Events

Redhills aims to ensure that its events, tours, exhibitions, performances and public programmes are accessible to all.

- Tours are designed with consideration for mobility, sensory and communication needs.
- Hearing loop and assisted hearing systems are available for certain events, including tours.
- BSL interpretation, captioning or audio description can be arranged for certain events with advance notice.
- Large print and digital copies of tour scripts and exhibition texts are available on request.
- Clear information on accessibility features is provided for each event, both online and in printed materials.

5. Digital and Information Access

Redhills is committed to ensuring its digital content and communications are accessible.

- Our website aims to comply with Web Content Accessibility Guidelines (WCAG).
- Key visitor information, including access details and contact information, is available in plain language.
- Alternative formats (including large print and easy read) can be provided upon request.

6. Staff and Volunteer Training

All staff and volunteers receive induction and ongoing training on equality, diversity, and accessibility awareness. This includes:

- Disability awareness and communication training.
- Autism awareness and dementia awareness training.
- Guidance on supporting visitors with different access needs.
- Procedures for responding to access-related feedback or incidents.

7. Continuous Improvement

We recognise that accessibility is a process of ongoing review and improvement. Redhills will:

- Regularly assess the accessibility of its premises and programmes.
- Engage with users and community partners to identify areas for enhancement.
- Allocate resources to implement reasonable adjustments and improvements where required.
- Review this policy annually as part of the organisation's equality and inclusion review cycle.

8. Feedback and Contact

We welcome feedback and suggestions to help us improve accessibility at Redhills.

Contact us at:

admin@redhillsdurham.org

0191 323 3658

Alternative contact methods, including written correspondence or in-person meetings, can be arranged on request.

9. Policy Review

This Accessibility Statement and Policy will be reviewed annually or sooner if there are significant changes to the building, programmes, or relevant legislation.

Date of issue: November 2025

Next review due: November 2026

Approved by: Redhills Board of Trustees