



JOINT MEETING OF THE STATUTORY ADVISORY AND CONSULTATIVE COMMITTEES

17th NOVEMBER 2022

Report Title: Accessibility

Report of: Jack Brooks, Head of Visitor Services

Purpose: Information report on the work undertaken to improve accessibility at Alexandra Palace.

Local Government (Access to Information) Act 1985 - N/A

1. Recommendations

To note the report and presentation provided at the meeting.

2. Introduction

- 2.1 The accessibility of Alexandra Park and Palace for people with differing levels of physical ability was recognised as an area for development in the Equality, Diversity & Inclusion Action Plan.
- 2.2 The challenges identified arose from several factors including the age of the building, listed status, geographical location and the burden of pressure on the Trust stretched resources.
- 2.3 However, the organisation is committed to ensuring that despite these challenges we achieve the best possible outcomes to continue to open the Park and Palace to all.

3. Improved accessibility

- 3.1 As a result of a major site wide access development project, we achieved a Silver status from the well renowned access charity Attitude is Everything. This was a first for Alexandra Palace and was in recognition of our work to improve disabled people's access to our events.

3.2 Building on the Attitude Is Everything Silver Award, and the Government Disability Confident Employer Status also achieved in 2020, we have expanded our work on becoming more accessible examples of current work strands that are either implemented or in the process of being implement include:

- Site wide Accessibility Policy
- BSL and Interpretation Policy
- Free tickets to carers across our entire programme of events
- Dedicated Access Team for events
- Dedicated Head of Access for events
- A support and guide dog policy
- Increased accessible platform provision
- Installation of braille signage across the site
- Updated and revised accessibility page on our website
- Visual journey documentation
- Wheelchair hire provision
- Site wide accessibility awareness training
- Dedicated accessibility email contact address
- Ensuring that our HR and Health & Safety Policies are accessible and inclusive

4. Access Awareness Training

4.1 Three members of staff completed a train-a-trainer scheme to enable them to train other members of staff in understanding how to improve access to events.

4.2 In addition, mandatory Equality, Diversity and Inclusion e-learning modules are provided for all staff to complete.

5. Visual Journey Guides

Our website accessibility page <https://www.alexandrapalace.com/visitor-information/accessibility/> includes visual journey guides and maps in various formats for:

- Getting to the Palace
- Concerts
- Theatre
- Ice Rink
- Around the Palace
- Event Days
- Non-Event Day

6. Changing Places Facility

6.1 In June we consulted the Committees about the proposal to install a Changing Places facility in the East Lightwell area of the Palace building.

6.2 Changing Places toilets are larger facilities that have the right equipment, including a changing bench and hoist, designed to support disabled people who need assistance. This project is still in development and further updates will be provided as part of the presentation.

7. Legal Implications

7.1 The Council's Head of Legal & Governance has been consulted in the preparation of this report and has no comments.

8. Use of Appendices - None

9. Background Papers - None