

Access and Inclusion Policy

January 2022 to January 2023

This policy outlines our commitment to Access and Inclusion for Wolves Play Café. It should be considered and read in conjunction with Wolves Play Café Safeguarding Policy which includes within it Anti-Bullying Policy and Managing Complaints.

Wolves Play Café is an organisation whose mission is to work in partnership to make Wolverhampton a safe and supportive city for all children to grow up in.

Wolves Play Café recognises that some people are particularly likely to experience discrimination and harassment and are committed to making sure all activities are as inclusive and welcoming as possible.

Wolves Play Café is committed to treating all people equally and with respect irrespective of their age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation. We aim to design our activities, services and decision-making processes to encourage and support participation from people who face disadvantage in society, including women, BME people, disabled people, LGBTQ people, and people on low incomes.

Accessibility

All of our events are held in venues that are accessible to wheelchair users and pushchairs. Where possible we also offer different forms of communication including pictorial, written and verbal to cater for different accessibility needs. We will reflect this policy at our sessions and provide a space for attendees to share their thoughts and ideas for improvements, or signpost to other services that their peers may enjoy and benefit from.

Our communications to our audiences will be considered and directed through various medias for accessibility including; posters, social media, email, phone calls, website. Where we produce marketing material, we will always consider language used, fonts and colours, alignment and size of fonts to encourage access for all.

When we organise activities we consider location and transport links, including parking spaces, road links, bus stop and train stations. We also consider times and days of the week best suited for audiences and factor in time in sessions for latecomers, understanding the nature of having little ones means timings do not always go to plan.

Although some of the led activities we deliver are charged, we work where possible to provide Pay As You Feel and subsidised play opportunities. We also ensure that there is a discretionary booking and donation process for Pay As You Feel sessions, believing no one should face discrimination to participate in our play sessions.

We are committed to ensuring all caregivers and under 7s are able to attend our activities, so we will reassess our access requirements to meet the needs of new customers regularly.

Diversity

We aim to organise a range of activities to suit the interests and meet the needs of a wide variety of people and deliver these in spaces across the city, and refrain from delivering sessions where possible in institutionalised settings such as religious settings.

Wolves Play Café should always be open to new ideas, and particularly prioritise opportunities for residents to share their cultural heritage with one another to reflect the great diversity and richness of this in Wolverhampton.

Inclusion and respect

Every participant and customer of Wolves Play Café should be made to feel equally welcome and included at all activities and events and should be aware of how to make it known if this is not the case. Wolves Play Café will support people who feel they have been harassed or discriminated against and will not victimise or treat them less well because they have raised this.

Sexist, racist, homophobic, transphobic or otherwise offensive and inflammatory remarks and behaviour are not acceptable by anyone. These constitute harassment and will be dealt with as per as our Anti-Bullying Policy.

Any decision to exclude a person from the organisation due to discriminatory or harassing behaviour will be made with reference to Wolves Play Café's Articles of Association.

This policy was first adopted in February 2019 and will be reviewed at least every year henceforth. Signed copies are available to view on request.