



# The Equality Act – Access Policy Statement

## General Statement

The KP regards universal access to its goods and services to be a vital part of its business plan. Our aim is to adopt an inclusive approach, meeting the needs of as many members & visitors as possible. We will use our best endeavours to find ways of providing access to our goods and services in the same way for as wide a range of building users as possible always acknowledging that there will be some circumstances where particular provision may have to be made for those with certain disabilities.

Following an access audit carried out at **Kilnwick Percy** we have reviewed the findings of the audit and noted the recommendations in all of the following areas:

- Identification of the premises
- Approach to the premises
- Entry to the premises
- Use of doors within the premises
- Movement within the premises
- Communications with staff
- Serving of members and others, and positioning of shelving/display racks etc.
- Queuing systems / waiting areas
- Counters, service desks and check outs
- Information about our goods and services
- Building users toilets, where applicable
- Exit from the premises
- Use of public or common areas.

A copy of the audit report and the review documentation is included in the PREMISES section of this manual.

*Responsible Person:* .....