

# Accessibility Policy

## King's Church Warrington

*Effective Date: July 2025*

### Our Commitment to Accessibility

King's Church Warrington is committed to ensuring that our website, facilities, and services are accessible to all people, including those with disabilities. We believe that everyone should have equal access to information, services, and opportunities to participate in our community.

### Website Accessibility

#### Our Standards

We strive to make our website accessible in accordance with:

- Web Content Accessibility Guidelines (WCAG) 2.1 Level AA
- UK accessibility regulations
- Best practices for inclusive design

#### Accessibility Features

Our website includes:

- Alternative text for images
- Keyboard navigation support
- Clear heading structure
- High contrast color combinations
- Readable fonts and appropriate text sizes
- Descriptive link text
- Accessible forms with clear labels
- Video content with captions where possible

#### Ongoing Improvements

We continuously work to improve accessibility by:

- Regular accessibility audits and testing
- User feedback and testing with assistive technologies
- Staff training on accessibility best practices
- Updating content and design based on feedback

# Physical Accessibility

## Our Facilities

### **Bold Street Methodist Church** (our meeting location)

- Address: 4 Palmyra Square North, Warrington, WA1 1JQ
- Wheelchair accessible entrance
- Accessible parking spaces available
- Accessible restroom facilities
- Hearing loop system for those with hearing aids
- Large print materials available upon request

## Accessibility Features

We provide:

- Reserved seating areas for wheelchair users
- Assistance with mobility where needed
- Clear signage and wayfinding
- Accessible routes throughout the building
- Adjustable seating options

## Communication Accessibility

### Alternative Formats

We can provide information in alternative formats:

- Large print materials
- Audio recordings
- Digital versions for screen readers
- Simplified language versions
- British Sign Language interpretation (with advance notice)

## Hearing Accessibility

- Hearing loop system in main meeting area
- Written copies of announcements available
- Sign language interpretation available upon request
- Quiet areas for those with sensory sensitivities

## **Visual Accessibility**

- High contrast printed materials
- Large print options
- Audio descriptions for visual content
- Braille materials (upon request with advance notice)

## **Service Accessibility**

### **Pastoral Care**

- Accessible meeting spaces for counseling and support
- Communication methods adapted to individual needs
- Home visits for those unable to travel
- Flexible scheduling for different needs

### **Events and Activities**

- Accessibility needs considered in event planning
- Registration forms include accessibility requirement fields
- Advance notice appreciated for specific accommodations
- Alternative participation methods where possible

### **Children and Youth Services**

- Accessible activities and materials
- Support for children with additional needs
- Staff training on inclusive practices
- Collaboration with families on individual needs

## **Making a Request**

### **Accessibility Accommodations**

If you need specific accommodations, please contact us:

- At least 48 hours in advance for events
- As early as possible for ongoing services
- We will work with you to find suitable solutions

### **How to Request**

Contact us via:

- Email: [info@kingschurchwarrington.co.uk](mailto:info@kingschurchwarrington.co.uk)
- Phone: 01925 500 159
- In person at our services
- Through our website contact form

## **Feedback and Complaints**

### **We Want to Hear from You**

Please let us know if you:

- Encounter accessibility barriers
- Have suggestions for improvement
- Need assistance with our services
- Experience any difficulties accessing our website or facilities

### **How to Provide Feedback**

- Email: [info@kingschurchwarrington.co.uk](mailto:info@kingschurchwarrington.co.uk)
- Phone: 01925 500 159
- In person to any staff member
- Written feedback can be submitted to our postal address

### **Our Response**

We will:

- Acknowledge your feedback within 3 working days
- Investigate accessibility issues promptly
- Provide updates on any improvements made
- Work with you to resolve specific access needs

## **Assistive Technology**

### **Website Compatibility**

Our website is designed to work with:

- Screen readers (JAWS, NVDA, VoiceOver)
- Voice recognition software
- Keyboard navigation
- Browser zoom functions

- High contrast modes

## **Testing and Validation**

We regularly test our website with:

- Automated accessibility testing tools
- Manual testing with assistive technologies
- User testing with people who have disabilities
- Accessibility experts and auditors

## **Training and Awareness**

### **Staff Training**

Our team receives training on:

- Disability awareness and etiquette
- Accessibility best practices
- Assistive technology basics
- Inclusive communication methods
- Emergency procedures for people with disabilities

### **Continuous Learning**

We stay informed about:

- New accessibility standards and guidelines
- Emerging assistive technologies
- Best practices in inclusive design
- Community feedback and needs

## **Legal Compliance**

We aim to comply with:

- Equality Act 2010
- Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018
- Web Content Accessibility Guidelines (WCAG) 2.1
- Other relevant accessibility legislation

## **Contact Information**

### **Accessibility Coordinator**

For accessibility-related questions or requests:

## **King's Church Warrington**

- Email: [info@kingschurchwarrington.co.uk](mailto:info@kingschurchwarrington.co.uk)
- Phone: 01925 500 159
- Address: PO BOX 735, Warrington, WA5 2YL
- Meeting Location: Bold Street Methodist Church, 4 Palmyra Square North, Warrington, WA1 1JQ

## **Office Hours**

- Monday to Friday: 9:00 AM – 5:00 PM
- Emergency contact available through main phone number

## **Resources and Support**

### **External Resources**

- AccessAble: Detailed accessibility guides for venues
- RNIB: Support for people with sight loss
- Action on Hearing Loss: Support for people with hearing loss
- Disability Rights UK: Information on rights and services

### **Local Support**

We can provide information about:

- Local accessibility services
- Transport options
- Community support groups
- Disability resources in Warrington

## **Review and Updates**

This accessibility policy is reviewed annually and updated as needed to reflect:

- Changes in legislation
- Feedback from our community
- New accessibility standards
- Improvements to our services and facilities

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*This policy demonstrates our ongoing commitment to accessibility and inclusion for all members of our community.*

