

Access Policy Statement

1. INTRODUCTION

Live Borders has a responsibility to provide access to its facilities, events and its collections to all and to work to ensure that it does not discriminate against people because of different capabilities.

2. STATEMENT OF PURPOSE

Our Access policy derives from our statement of purpose which states that:

At the heart of Live Borders is a commitment to making our communities healthier, happier and stronger.

3. OUR VIEW OF ACCESS

We define access as something which is made possible when physical, cultural, social, financial, intellectual, psychological and emotional barriers to learning from, and enjoyment of, our facilities and activities are removed, reduced, or overcome.

4. OUR COMMITMENT TO ACCESSIBILITY

We seek to make our facilities, activities and events accessible to the widest possible audience irrespective of disabilities within the available resources we have. As an organisation we aim to remove barriers to access which are physical, cultural, social, financial, intellectual, psychological or emotional.

5. PLANNING FOR ACCESS

Our policy is to build accessibility into everything that we do to develop and improve the services we provide.

When planning activities, events, exhibitions and any changes to our service we will consider:

Physical accessibility – the ability of people with physical disabilities to reach and appreciate every part of the service we provide.

The needs of the elderly and of people caring for young children are considered as physical access issues.

Sensory accessibility – whether those with impaired vision or hearing can enjoy and appreciate the buildings, exhibitions, events and collections we have.

Intellectual access – whether people with learning disabilities can engage with and enjoy what we offer to the public.

Cultural access – the needs of people for whom English is not a first language, or whose background knowledge of Scottish history and culture may be limited.

Emotional and attitudinal access – whether the environment and the staff we employ are welcoming to visitors from all sections of the community.

Financial – the needs of people who may have limited income.

6. CONCLUSION

We regularly review our achievements; take feedback from customer via our Net Promoter Score (NPS) and also through stakeholder groups/consultation. From this we are the able to plan for further improvements to access our facilities, events and collections.