

Access Statement – Guidance

An access statement for your venue / event shows your visitors that you care about accessibility and about them. It is designed to give them all the information they need about visiting your venue / event. It demonstrates your commitment to accessibility and gives you an opportunity to tell visitors about limitations your venue / site may have before a person visits, reducing potential frustrations during a visit.

Start with some information about the area you are situated in, how easy is it to get around the area:

- Is it flat or hilly?
- Are there dropped kerbs or unusually high kerbs?
- Are the cobbled or uneven streets?
- Is it prone to flooding?

Example statement:

Winchester is historic in nature, and streets can be narrow or uneven, the city is situated on a hill that runs from west to east along a pedestrianised High Street. Some of the routes within the city centre are therefore quite steep, and they are cobbled in places.

Tell people a bit about the location of your venue / site:

- Is it on a main road, or a bit tucked away – give advice on which directions to take or landmarks it is near.
- Is it an obvious building, is there a big sign?
- Do you have a long, shingle driveway?
- Is the entrance obvious, in the centre of the building, or off to one side?
Consider including images so people know what to look for.

Tell people about your venue / site:

- When is your venue open to the public? Include days and times where possible.
- Is there step-free access through the front door / entrance?
- How wide are your doorways?
- What type of flooring do you have throughout your building – could it be slippery on a wet day? It is a grassy field which might get muddy?
- Do you have any pinch points or narrow spaces which visitors might need to navigate?
- Once inside, are there any stairs? Are there lifts or ramps available?
- Is the building well-lit? Is signage high contrast?
- Do information points, receptions, bar areas etc have a low counter available?

Tell people about your facilities:

- Do you have toilets? If you do not have toilets – where are the nearest publicly accessible toilets?
- Are there accessible toilets – give details as appropriate, e.g handrails, emergency support, ramps, amount of space, RADAR scheme etc. Include if you have [Changing Places](#) facilities.
- Are there baby-changing facilities? Include if these are within a gendered toilet facility.
- Do you have incontinence bins?
- Is there space to leave pushchairs or luggage? Can you advise where luggage could be left if you do not have space?
- Do you have a hearing loop installed?
- Do you have Braille on your signage?
- Can you offer a quiet space?
- Do you have a car park? How big is it and does it have disabled spaces / EV chargers. Is it free or paid for? Is there a limit on how long you can park there? If you do not have parking, signpost the closest options and include as much detail as you can.

Tell people how they can get to your venue / event:

- On Foot / By Bicycle
 - Are there safe foot / cycle paths which visitors could use to get to you? Look at NCN routes for example.
 - Where is the nearest place someone could lock up a bicycle? – is it a covered area or open to the elements?
- By Bus
 - Where is the nearest bus stop?
 - How do you get from the bus stop to your venue?
 - Which buses stop there and what areas do they serve? Consider listing route numbers, frequency and any limitations (e.g doesn't run on Sundays, stop at 7pm) if there aren't too many.
 - Include if the buses themselves are likely to have ramp access etc. (Stagecoach and Bluestar use 'easy access' buses)
 - Consider adding a link to bus providers website for people to research options.
- By Train
 - Where is the nearest train station?
 - How do you get from the train station to your venue? - include information on taxi ranks and bus stops if it is further away.
 - Include information about what services stop at that station.
 - Consider adding a link to train providers website for people to research options.

- By Car
 - Are you on a main route or slightly off the beaten track? Be as clear as possible if you're not as easy to find.
 - Do you have a car park or a drop-off point? – Include details of best options.
- By Taxi
 - Where is the nearest taxi rank?
 - Who are the taxi providers locally?
 - Is Uber an option where you are located?

Consider the order in which these options appear. Listing sustainable / active transport methods will demonstrate you care for the environment and encourage those methods over others.

Additional support:

- Do you offer large print versions of your information / interpretation?
- Do you have audio guides available?
- Do you offer relaxed performances?
- Do you allow assistance dogs?
- Do you have translators?
- Do you operate any additional schemes – designated safe space, ask for Angela etc.

Your team:

- Do your team have any specialist training? Dementia friendly, autism awareness etc
- Do any of your team speak any additional languages? – be specific if possible.
- Are any of your team trained in British Sign Language or Makaton?
- What other ways could your staff offer additional support and reassurance to those needing it.

Top Tips:

- Be specific – for example 'there are some steps' might not inform someone's decision - do you have two steps or twenty, are they low or high, even or uneven?
- Information about how to enter your building will benefit those with pushchairs as well as wheelchair users. It will also support those with neurodiversity and anxiety.

- Include contact information on your statement so if people have additional questions they can ask. Consider adding the answer to their question to the accessibility statement in future.

[View an example access statement here.](#)

Further generic information about Winchester city centre that you may wish to include:

Toilets

All public toilets in the city have accessible facilities. The RADAR scheme is in use and keys are available for loan or purchase (£4.75) from the Visitor Information Centre.

Parking

There are special bays for disabled visitors in all city car parks. Disabled Parking Badge holders may park in any pay and display car park free of charge up to the stated car park time limits (badge must be displayed). All other car park regulations must be complied with, for example, vehicles must be parked within marked parking bays.

Please note that you will be required to pay for parking at the Middle Brook Street, and Brooks Centre 'pay on foot' car parks. These car parks are barrier controlled and payment is required from all users including Disabled badge holders.

Shopmobility

Winchester's shopmobility service is available to anyone who has difficulty in getting around. Young or old, resident or visitor, anyone can hire a shopmobility scooter or wheelchair for a small charge. Shopmobility is located on the upper parking level of the Brooks Car Park. Scooters or wheelchairs must be booked in advance by contacting the centre on 01962 842 626.