

ACCESS POLICY

Saabat Gallery

- **WHAT IS ACCESS?**
- People need to be able to access their required services, feel welcomed by staff, and find the environment appropriate to their needs. Access should be a core function of each venue's operations, to ensure that audiences' needs are continually met.
- Access covers a diverse range of needs and can be broken down into the broad categories of race, disability, gender, age, religion/belief, and sexual orientation. Redcar Council believes that all Redcar citizens, employees and partners should have equal access to services and opportunities in every aspect of their lives. The Council celebrates the diversity of the town and the enrichment that a multicultural society brings.
- Areas of access covered in this policy include:
 - Physical access: we aim to maintain buildings and facilities that are as physically accessible as possible.
 - Intellectual access: we aim to provide information in a range of formats appropriate to the needs of a wide range of visitors.
 - Financial access: we aim to keep charges to a minimum to ensure that as many people as possible are able to access our services.
 - Emotional access: we aim to provide a good standard of customer care to ensure that all visitors feel welcome and comfortable in our venues.
- **CUSTOMER CARE**
- Staff will assist and welcome visitors according to their needs
- Where possible, the venues will provide baby changing facilities, access and parking for pushchairs, on site wheelchairs, and seating, for the comfort and ease of visitors.
- Wherever possible the venues will provide adequate signage and navigation to suit a range of needs, and will respond to requests made by the public regarding information required in alternative formats, as resources become available.
- Staff will receive training in areas of awareness and legislation appropriate to their roles and needs.
- **ACCESSING SAABAT**

- Saabat is situated in South Bank/ Redcar town centre, It has flat access and mechanical device that closes a door at the entrance. There are adapted toilets and baby changing facilities on all floors. There are disabled car parking spaces directly outside the gallery.
- Opening times for Saabat are:
Tuesday-Saturday, 10am – 4.30pm, Thursday 10am – 7pm,
Closed: Mondays and Sundays
- Admission to Saabat is free, however there may be a charge for some educational activities to cover staff and material costs.
- **RESOURCES**
- Saabat has a varied range of collections, which we will strive to make as accessible to the public as possible.
- Information on displays will be provided in a range of formats, e.g. labels, large print, film, as resources allow.
- Publications are produced to cover a range of interests and levels of enquiry.
- The venues aim to present labels and displays that respects a diversity of backgrounds.
- **EDUCATION**
- Education staff will strive to tailor educational programmes for specific groups and their requirements.
- Education materials will be made available for different audiences and abilities, as required and as resources allow.
- Events and activities are programmed throughout the year for people with a wide range of abilities.
- **MARKETING**
- Saabat aims to keep the public informed of its collections, temporary displays and events through appropriate publicity.
- Marketing and publicity material is available on request in a range of alternative formats, as resources allow.
- **OTHER PLANS AND POLICIES**

- The Access Policy is a working document that will be reviewed on an annual basis in line with changes the gallery and changes in legislation.
- The Access Policy is part of a wider group of policies developed by the Service to meet the needs of the public. These policies are available on request and include:
 - Child Protection Policy
 - Collections Management Policy