



Accessibility Statement

We want all of Urban Heard activities and youth centre to be accessible for all, and for everyone to feel welcome and included at our activities.

There is no typical Urban Heard attendee and everyone attending our activities has different needs. We will be happy to provide information about the activities to allow young people and their parents to ensure maximum comfort, including but not limited to; movement required for the activity, length, ability to rest, locations of toilets and other facilities, quiet room and access to food and drink.

If you would like to discuss your visit to a Urban Heard then please contact either Charly on charlotte@urbanheard.co.uk or Niki on accounts @urbanheard.co.uk.

We will ensure that we can make any changes to our centre or activity that is in our gift to do. We are an open access and universal youth offer working with young people who attend secondary education between ages of 11 and 17 years old. We work on a ratio of one staff member to up to eight young people (1:5 on external trips). We do not have the resources to offer 1-1 or PA support and we do not distribute medicine, so arrangements will need to be made for the parent/guardian to support the young person if this is required. We would never turn a young person away but we would look to the parent/guardian to support with any additional supervision or medical intervention that is extra to emergency first aid.

Crabtree Hall is accessible for all, with a rail to support into the building, clear disabled toilets and ability to go into the main hall. The only step in the whole building is the stage which leads to the music studio. We will make arrangements for anyone with restricted mobility to be able to access these areas.