FORWARD FUTURES

GROUP

Accessibility Statement

Accessible information services premises and communication

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Applies To	All relevant employees, volunteers, associates, contractors, learners, parents/carers, commissioners and visitors, as specified in this document

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Document Control

Version	Date	Summary of Changes	Reviewed By	Approved By
2.1	September 2026	Reviewed and aligned with SGP-001, Keeping Children Safe in Education 2026 and Working Together to Safeguard Children 2026. Updated operational wording, cross-references and document format.	DSL	Founder & CEO

Approval

This document must be formally approved before issue. The Designated Safeguarding Lead is responsible for ensuring that related procedures, forms, training and local referral information remain aligned with it.

Reviewed by / role	Brooke Wager - Founder, CEO and Designated Safeguarding Lead
Approval date	14 September 2026
Founder & CEO approval	Brooke Wager

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1 Purpose and Commitment

Forward Futures Group is committed to making its information, communication, premises and services accessible and inclusive. We will anticipate common barriers, listen to individual needs and make reasonable adjustments where required by the Equality Act 2010.

For disabled service users, the Equality Act 2010 duty is anticipatory: we will consider common barriers in advance as well as respond to individual requests. Accessibility will be considered from design and procurement through delivery, review and improvement.

This statement explains our practical approach. It does not guarantee that every format, venue or adjustment will be suitable in every circumstance, but requests will be considered promptly, individually and without detriment.

2 Scope

This statement applies to learners aged 6 to 25, parents and carers, staff, applicants, commissioners, partners and visitors using Forward Futures services, premises, documents, websites or digital communication.

3 Information and Communication

- Use plain language, meaningful headings, readable type and sufficient colour contrast.
- Provide reasonable alternative formats such as accessible electronic copies, large print, simplified text, verbal explanation or supported completion where needed.
- Offer communication adjustments including additional processing time, visual supports, quieter discussion, breaks, interpreter or advocate involvement where reasonably available and appropriate.
- Use captions, transcripts or descriptions for important audio-visual information where reasonably practicable.
- Avoid relying on colour, images or inaccessible scanned documents alone to convey essential information.

4 Website and Digital Accessibility

Forward Futures Group will use the Web Content Accessibility Guidelines WCAG 2.2 Level AA as a practical benchmark for key public digital content, while recognising that the statutory public-sector website regulations apply only where Forward Futures Group falls within their legal scope. We will check key pages, forms, links, keyboard access, focus order, colour contrast, alternative text, captions and compatibility with common assistive technology. Where a third-party system creates a barrier, we will provide or seek an accessible alternative route.

5 Services Premises and Off-Site Delivery

Accessibility needs will be considered at referral, induction and when circumstances change. Staff will consider physical access, sensory environment, communication, transport, emergency arrangements, personal assistance and dignity. Off-site venues will be assessed proportionately, and known limitations will be communicated before attendance where possible.

Emergency arrangements will account for disability, mobility, sensory and communication needs. Where an individual plan is needed, it will state the assistance, equipment, communication and evacuation arrangements required, identify responsible people and be reviewed when circumstances change. An adjustment will not be refused simply because a generic procedure does not already provide for it.

6 Requesting an Adjustment

A person may request an adjustment verbally, in writing, through a parent/carer, advocate or commissioner, or through another accessible method. Staff must record the request, clarify the barrier and desired outcome, consider safeguarding and confidentiality, agree action and a review point, and explain any limitation or alternative offered. Medical proof will not be demanded automatically where need can reasonably be understood without it.

Where a requested adjustment cannot be provided, the decision and reasons will be explained in an accessible way. Forward Futures Group will consider an effective alternative, consult the commissioner where additional resources or

changes to the placement are needed, and record the decision and review route. Cost alone will not be treated as automatically decisive.

7 Feedback and Complaints

Accessibility feedback will be welcomed and used to improve practice. If a person is dissatisfied with the response to an adjustment request, they may use the Forward Futures GOV-003 Complaints Policy. A complaint involving discrimination, safeguarding or immediate safety will also be routed through the relevant procedure without delay.

Requests and complaints will be handled without victimisation. A person does not need to use legal terminology or identify a specific adjustment before Forward Futures considers an apparent access barrier.

8 Responsibilities

- The Founder & CEO ensures reasonable resources, oversight and review.
- Managers and delivery staff identify barriers and implement agreed adjustments.
- All staff communicate accessibly, record needs accurately and avoid assumptions.
- Commissioners and families are asked to share relevant needs and successful adjustments promptly.

Related Documents

- HRP-016 Equality Diversity and Inclusion Policy
- OPS-007 SEND and Additional Needs Statement
- GOV-003 Complaints Policy
- SGP-001 Safeguarding and Child Protection Policy
- Data Protection Policy
- Health and Safety Policy
- Emergency and evacuation arrangements