



Whitechapel Mission

Bringing hope where there is despair



Accessibility Policy

Inclusion is always a priority at the Whitechapel Mission. We value all service users equally, irrespective of ability, disability, race, gender or background.

We recognise that some service users may have 'a physical or mental impairment which has a *substantial* and *long-term* adverse effect on their ability to carry out normal day-to-day activities'.

However, we understand that disability is not caused by the disabled individual but by the physical, environmental and attitudinal barriers which may exist in society. At the Whitechapel Mission we strive to break down these barriers to enable people with a disability to access all areas of the Mission and its services.

Whitechapel is all about a promise - we promise that whatever mess your life may be in, whoever else may have let you down, at 6am tomorrow morning our doors will open and you will receive a warm welcome. We do not bar or exclude people. If your behaviour is not acceptable you will be asked to leave, but the following day you will be welcome back.

This we keep this promise by:

- Being open 365 days a year.
- Creating a "safe place" to be.
- We do not bar or exclude people *
- We do not call the police **
- Considering the needs of all when planning services.
- Considering the needs of all when employing staff.
- Considering the needs of all when planning training courses for staff.
- Considering the needs of all when planning major building works.

We hope that you will find the centre welcoming, safe and that your needs can be met. We do not allow the use of alcohol or drugs on our premises.

All of our ground floor areas dining area, advice rooms, toilets and office areas are wheelchair accessible and have step-free access. However, our Mission is a 4-storey building with several stairways and no lift access to the upper floors.

Tony Miller

Director

26th June 2019

* We will exclude individuals for a short period of time if they are found to be using drugs on the premises or their behaviour is dangerous to staff, volunteers or other service users.

** We will call the police to individuals who attempt to sell drugs on the premises, or inflict serious harm to others.

Since 1876, The Whitechapel Mission has been called to serve the men and women caught in the cycles of poverty, hopelessness and dependencies of many kinds, and to see their lives transformed to hope, joy and lasting productivity.