

UK Visitor Accessibility Policy

Our Vision

To give every child the best start in life.

Our Mission

Deliver high quality childcare and exciting opportunities for learning that give every child a head start as they prepare for school.

Our Values

- Care** We take care of children entrusted to us and our dedicated staff. All are appreciated and diversity is valued
- Quality** We maintain the highest standards in care and safety and provide exceptional early years education
- Service** We provide exceptional service and are integral to supporting parents bringing up children
- Value** We provide outstanding value for our families



Policy Statement

At Busy Bees, we are committed to creating an environment where all visitors—including those with disabilities—feel welcome, respected, and supported. We understand the importance of accessibility and are dedicated to continuously improving our centres to ensure everyone can enjoy a positive and inclusive experience.

Scope and Purpose

This policy outlines our commitment to supporting all visitors with disabilities at our centres, including parents, carers, professionals, prospective families, contractors, and service providers.

We are continually working to improve accessibility in ways that are mindful of the unique features of our premises.

Our aims include:

- Promoting equal access for all visitors.
- Identifying and removing barriers to full participation.
- Fostering an inclusive and respectful environment.

Support and Assistance

We encourage visitors with accessibility requirements to contact us in advance of their visit. This allows us to understand any potential accessibility challenges and work together to explore what reasonable adjustments can be made to support their experience.

• Physical Accessibility

Due to the diverse range of premises across our estate, and the varying age and structure of some of our buildings, accessibility can sometimes present challenges. As a result, the facilities and adjustments available may differ by

location. Wherever possible, we aim to support accessibility by ensuring entrances and exits are accessible, providing designated disabled parking bays, using clear and legible signage positioned at appropriate heights, and offering assistance for navigating the premises. This may include arranging for a colleague to meet and assist visitors, or welcoming support persons and assistance animals as needed.

• Communication Support

We recognise that not all disabilities are visible. To support a variety of communication needs, where possible we will provide information in alternative formats (e.g., Easy Read, Braille, or audio or large print).

Colleague Training and Awareness

Our Diversity, Equality and Inclusion policy helps educate our colleagues about their rights and responsibilities in promoting equal opportunities and preventing bullying, harassment, victimisation, or unlawful discrimination based on an individual's protected characteristics.

Feedback and Continuous Improvement

For any questions about accessibility or to request accommodations in advance, please contact the Centre Director of the centre in question.

This policy will be reviewed annually, or sooner if required by applicable law.