

We commit as public bodies to make our services, buildings and how you can contact us as accessible and usable as possible. We hope that this will respect the dignity and independence of all people within Somerset.

We challenge ourselves to identify, remove, minimise and prevent barriers to promote the rights of all people and to create an inclusive and accessible environment. Anything that is agreed to change will aim to deliver in a timely manner.

We will make sure that all people within this community are aware of their rights and their responsibilities to foster an accessible and inclusive environment.

We are dedicated to providing the best experience to all members of the community by offering equal opportunity to access our services and to providing a safe, dignified and welcoming environment for everyone.

We embrace the principles of dignity, independence, integration and equal opportunity to serve our customers, visitors, staff and volunteers with disabilities and the community at large by:

- communicating information through channels that takes the person's disability and needs into account;
- creating a welcoming and respectful environment;
- designing public spaces that can be navigated with ease;
- providing the appropriate accommodations for staff and volunteers to undertake their responsibilities;
- activating public feedback mechanisms to listen, learn and respond to questions and suggestions, and enable us to continually strengthen and improve our service to individuals with disabilities.
- Use language that does not pre define who you are
- When there is a request by a client with a disability, alternative formats or methods of data collection will be made available at no additional cost, within five business days.

We will commit to engage with customers to understand what is most important to them. We will use learning to improve future access to our information and services.