Communication and Accessibility Policy

Policy Management	
Policy Created: *July 2025*	Document Location: ☒ *Bee-Able CIC website* ☒ *Hard copy in red folder on top shelf of locked cabinet in office* ☒ *Electronic copy on OneDrive > Documents > Policies*
Date of Last Review: *July 2025*	
Date of Next Review: *July 2026*	
Responsibility: *Manager, Bee-Able CIC*	Name: *Sharon Senior*
Signed:	Date:

1.   Purpose

This policy explains how we communicate clearly and inclusively with all children, adults, and families using Bee-Able CIC's services.

2.   Our Commitment

We believe everyone should understand:

- What we do

- How to access support

- What choices and rights they have

We will:

✅ Use plain English

✅ Offer information in accessible formats

✅ Support people who use alternative communication methods

✅ Allow extra time when needed

✅ Encourage questions and feedback

Bee-Able CIC

3. Accessible Information

On request, we will provide:

- Large print

- Easy Read

- Visual supports

- Translated materials if reasonable

- Verbal explanations with time for questions

4. Supporting Communication Needs

We will:

- Record communication preferences

- Use agreed methods consistently

- Provide staff training in communication awareness

- Involve carers or advocates if needed

5. Contacting Us

Information about how to contact us is shared in our Service User Handbook and on our website. If you need information in a different way, please let us know.

6. Monitoring and Review

We regularly review our communication methods to ensure they meet the needs of those we support.