

Accessibility Support Needs Guidance

This guidance is to relate to any support needs: disability, language, family circumstance, learning style, etc. **The case studies are for illustrative guidance on what this might mean in practice.**

A = Person with support needs (whatever those may be)

B = Supervisor', 'Line Manager', 'Team Leader', 'Committee Chair' of the role that A is offering to fill

Step	Action	Notes	Exit route	Case Study A	Case Study B
1	B routinely asks all members of their team/committee, as they offer, what their support needs might be, recognising that some of this will become apparent in the role.	This should become routine so that people who live with disabilities are not singled out. We all have needs of some kind. There needs to be flexibility throughout the role.	If the person is not willing to engage in a conversation to explain their needs, then they may not be able to fulfil the role.	The Senior Steward asks everyone who expresses interest in being a steward what support needs they might have.	The person who organises the rota for reading the Bible lesson in Sunday services asks people if they would be willing to read, and what support needs they might have in order to be able to do so.
2	A expresses their support need/s in order for them to be able to participate fully in the work	This should be a description of the challenge/s faced and can include any relevant diagnoses.	Diagnostic methods can be offered if there is not one currently.	A person with mobility problems explains that they would prefer a role that focuses on what they can do, rather than what they might find difficult.	A person with visual impairment states that they would love to read but explains that they will need particular large print resources so it would be easier to ask someone else.
3	B arranges a meeting with A to hear from A about the support needs and A's ideas on how they might be met	If this becomes more routine and less unusual it will become a more positive experience	If A cannot make the meeting and cannot attend a re-arranged meeting, then there	The person meets the Senior Steward and explains what their gifts are, and which parts of	The person who organises the rota asks to discuss their support needs as the church is

			should be communication in writing that this has happened	the building they find it easiest to move around.	keen to meet them so that the person with visual impairment is able to volunteer. The person with visual impairment discusses their needs with the person who organises the rota and explains the text size and font they would require.
4	B investigates what 'reasonable adjustments' can be made (including considering A's suggestions), using connexionally-provided examples and resource list Financial implications will be considered by B	Case-studies of other examples across the Connexion should help with knowing what is possible and where things are not possible.	If B comes to the conclusion that adjustments required by A are not possible then this needs to be communicated clearly and appropriate vocational support offered	The Senior Steward goes over the stewarding roles to consider which fit best with the person's gifts.	The person who organises the rota finds the large print Bibles that the church owns and also investigates other large print versions that the church could buy that would have appropriate size text in a suitable font.

5	<p>A and B meet again for B to present A with the options for what is possible in terms of reasonable adjustments</p> <p>Time is given to consideration of these and so Step 6 might happen on the same occasion, or a separate time might need to be given.</p>	<p>This meeting will be a vocational discernment about whether this person is able to fulfil the role that the church needs. And how this will be achieved in order to add to the richness of the team/committee</p>	<p>If A feels that the options being offered are not appropriate, then A can offer different suggestions. A or B could also invite support from outside the situation. EDI Officers may be able to help with this or you could contact: equality&diversity@methodistchurch.org.uk</p>	<p>The Senior Steward provides details of the different stewarding roles and the person volunteering considers which might suit their gifts. They agree that being a Welcome Steward is a good fit, since the person is friendly and knows how to put people at their ease. This works as the entrance area of the building presents the least mobility challenge.</p>	<p>The person who organises the rota provides details about the large print Bible options to the volunteer. The volunteer explains that, though an improvement, they are still difficult for them to read. Instead, they suggest that the person who organises the rota sends them details of the Bible reading a few days in advance and they will then print the reading themselves in the size and font that are easiest for them.</p>
6	<p>An agreement is signed about</p> <p>a) support provision</p> <p>b) a review date</p>	<p>Where this is a voluntary role, this will be part of the Volunteer Agreement</p>	<p>If agreement cannot be reached, then A cannot fulfil the role</p>	<p>A Volunteer Agreement is put in place, which includes that the church agrees to keep accessible entrance to the building in good order.</p>	<p>A Volunteer Agreement is put in place, which includes an agreement to send details of the readings a few days in advance. The person who organises the rota ensures that, each week, a message is sent to the visiting preacher well in advance, explaining the date by which they will</p>

					need to receive the Bible readings.
7	A and B review together whether the agreement is working and on next steps.	This step is the responsibility of B	If the current agreement is not working, then steps 2 – 6 can be used again	After a couple of weeks, the two have a meeting to check that the Welcome Steward is able to move around the entrance area sufficiently, or if any changes to the layout need to be made.	After the volunteer has read the Bible in church, the person who organises the rota checks that they got in the readings in good time and that they are still willing to continue to print them themselves.
8	The agreement should be passed on when there is a change in the person doing B's role so that A does not need to explain again. If clarification is needed, and for good pastoral relationships a conversation between A and the new B would be helpful.	When any change occurs in B's role, B is responsible for the successful explanation of this process to whoever follows them in the appointment.	There should be no need for change at this point unless it is in order to help A further	The Senior Steward makes notes on the current layout of building, any furniture in the entrance area and the route that people use once they arrive. These notes are included within the Senior Steward's records such that when there is a handover to a new Senior Steward, these become part of the handover. This will ensure that, should anyone suggest changes to the entrance area, a new Senior Steward will be able to explain how these would affect the Welcome Steward's ability to fulfill their role,	The person who organises the rota ensures that the details of when the readings are needed is included in the information the church gives to the circuit for visiting preachers. They also keep a record of the Volunteer Agreement, to pass on to the next person who takes on this role.

				without the Welcome Steward having to explain their needs again.	
9	Anonymised feedback to the Connexional EDI Officer so that others can learn from the process.	This learning will then be added to this guidance and/or made available to EDI Officers	Feedback to be sent to the address below ###	The Senior Steward sends details of these notes, and the Volunteer Agreement, to the Connexional EDI Officer, as an example of good practice.	The person who organises the rota sends details of the Volunteer Agreement to the Connexional EDI Officer, as an example of good practice.
10	If A considers, at any point in steps 1 – 9 above, that discrimination has occurred then support will be invited from the Discrimination and Abuse Response Service	Discrimination will not be 'assumed' but the DARS team will be able to help with support for response to this situation	To make contact with the Discrimination and Abuse Response Service please contact the address below +++	The Senior Steward ensures that the Welcome Steward is informed of how to contact the Discrimination and Abuse Response Service, should any issues occur in the future.	The person who organises the rota ensures that the volunteer is informed of how to contact the Discrimination and Abuse Response Service, should any issues occur in the future.

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