



Auntie's Cookery Academy

Accessibility Statement

Making space for everyone – safely, creatively, and with care.

Our Commitment

At Auntie's Cookery Academy (ACA), we believe everyone should have the opportunity to learn, cook, and grow in a space that respects their needs and supports their success.

We are committed to creating **inclusive, accessible, and welcoming environments** for all — including people with physical or mental health conditions, learning differences, and neurodivergent experiences.

We know access isn't a checklist — it's an ongoing conversation. So we aim to stay flexible, responsive, and open to feedback as we learn and improve.

What We Offer

Physical Access

- Step-free access to our main training kitchen and toilets (please note: some pop-up or off-site venues may have limitations — we'll always be upfront about this)
- Wide workspaces and adjustable-height equipment available where possible
- Chairs and perching stools provided during longer sessions
- Accessible toilet facilities on main training site

Sensory & Cognitive Support

- Clear, visual signage and labels in kitchen areas
Step-by-step printed recipes with optional visual prompts
- Ear defenders, timers, and fidget tools available where possible
- Opportunities for learners to take breaks or opt out of sensory-intensive tasks
- Quiet spaces available when needed

Neurodiversity-Inclusive Teaching

- Small group sizes where possible
- Predictable session structures and clear transitions
- Use of plain language, visual instructions, and hands-on demonstrations

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- Flexibility around communication styles, participation levels, and task pacing

Communication & Information

- We can provide documents in larger print or dyslexia-friendly formats on request
- Staff are trained to speak clearly, avoid jargon, and check understanding without pressure
- Participants are encouraged to share their communication preferences with us at any time

Mental Health & Emotional Safety

- All staff are trained in mental health awareness and trauma-informed practice
- We respect boundaries and understand that some learners may need time to build trust
- We avoid shaming, shouting, or forced participation — we meet people where they are

Digital Spaces

- Follow recognised best practice such as the Web Content Accessibility Guidelines (WCAG) 2.2, Level AA.
- Use clear language, simple navigation, and descriptive alt text for images.
- Ensure good colour contrast, legible text, and compatibility with screen readers and assistive technology.
- Offer captions or transcripts for videos wherever possible.
- Design content that works across mobile, tablet, and desktop devices.

Planning Ahead

If you're joining a session or programme and have **access needs or adjustments** you'd like us to know about, please feel free to:

- Let us know during registration or induction
- Arrange for a call with us for a chat ahead of time
- Email us at hello@auntiescookeryacademy.org

We're happy to make adjustments and will work with you to find what works best.

Feedback & Improvement

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We welcome feedback on access, safety, and inclusion — including anything that didn't work or could have worked better.

You can:

- Speak directly with a staff member you trust
- Use our anonymous feedback forms, available on our website
- Email hello@auntiescookeryacademy.org

We will treat all feedback with respect and confidentiality, and use it to inform future improvements.

If Things Go Wrong

If an access barrier prevents you from participating fully or safely, please let us know. We will:

- Acknowledge the issue
- Apologise if harm has been caused
- Work with you to find an immediate solution and prevent recurrence

Final Note

Accessibility isn't about ticking boxes — it's about **belonging, dignity, and choice**. We're not perfect, but we're committed.

Thank you for helping us do better — together.

Policy Review

This policy will be reviewed **at least once every 12 months**, or sooner if:

- Relevant laws, regulations, or guidance change;
- A serious incident, complaint, or near miss occurs;
- Feedback from learners, staff, or partners suggests improvements; or
- Operational changes make an update necessary.

This includes review after significant website updates, accessibility audits, or feedback from users.

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